

Colombia Jobs Expertini®

Digital Solutions Service Supervisor LatAm

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Company: Werfen

Location: Bogotá

Category: other-general

Overview

Post Date June 1, Number WEBCO-- Job Function IT Location Bogotá Country Colombia

About the Position

Job Summary

This position is part of the Digital Solutions team located within the Latin America Region and provides numerous support and supervisory activities to the LatAm IT Specialists and distributors specific to digital solutions and instrumentation connectivity. As a supervisor he or she will be responsible for monitoring the activities of the LatAm IT personnel, and the status of implementation of Werfen's digital solutions portfolio in the region.

Key Accountabilities

Ensure effective coordination and implementation of Werfen's digital solutions in the LatAm region.

Responsible for assuring the level of the technical skills of the LatAm IT Specialist personnel by identification and coordination of training , support and supervision of activities and implementation of tools.

Serve as LatAm Digital Solutions service leader: coaching personnel, leading technical and project management meetings.

Drive continuous improvement leading the monitoring of KPI's, including monitoring of installation base.

Responsible for escalating and reporting incidences to both CSW (Clinical Software) and to Strategic Business Unit, supporting coordination of follow up activities as needed.

Serve as Digital Solutions customer advocate ensuring maximum potential of solutions being offered are reached for our users.

Actively participate in middlewares monetization initiatives according to the guidelines of the LatAm Vice President.

Work collaboratively with the WW Marketing Product Managers, including attending sales/trade-shows, and internal marketing meeting when needed.

Networking/Key relationships

The position requires cooperating with:

- The LatAm IT Specialists
- The LatAm management team
- The LatAm marketing and technical teams
- CSW Digital Solutions Service Department
- WW Marketing Product Managers
- WW Service

Minimum Knowledge & Experience required for the position:

- **Education :**

- o The candidate should possess a degree in Engineering.

- **Experience:**

- o At least 5 years of IT technical support expertise.
 - o At least 2 years of experience in Digital Solutions.

- **Additional Skills/Knowledge:**

- o Able to plan, organize and establish priorities within the LatAm Digital Solutions group consistent with the department strategies.

- o **Good knowledge of:**

Administration and maintenance of servers and workstations in both, hardware and software areas.

Windows OS.

Networking (wiring, HUB, Switch, DNS, DHCP, firewall solutions, network diagnostics).

Virtualization solutions such as VMWare or Hyper.-V.

Relational databases and SQL queries.

o **Knowledge of the following is a plus:**

Linux.

Cloud (AWS / Azure)

ASTM and HL7 communication protocols.

Automation lines in laboratory environments.

Skills & Capabilities:

- Results oriented aligned with the department's strategy, but also being flexible to changes.
- Management skills to lead a technical team to properly support and encourage other team members.
- The candidate must be available to travel throughout the LatAm region as needed.
- Business working proficiency in English, Portuguese and Spanish (the three of them written and spoken) is mandatory.
- Self-motivated, take initiative and willing to lead technical presentations and discussions with Werfen personnel and end-users in hospitals and laboratories.
- Proven customer-orientated background and able to work in a fast-paced environment.

• **Strength with the following competences:**

Problem Solving

Customer focus

Decision making

Driving for results

Driving innovation

Emotional Intelligence essentials

Travel requirements:

Up to 50 % of the time

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