



# MEDSTRAT

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**Position Title: Professional Services Implementation Specialist**

**Department: Installation**

**Reports To: Installation Manager**

## Summary

This position is responsible for executing customer onboarding projects and existing system maintenance. This includes remotely installing and maintaining our Linux-based servers, advanced network troubleshooting, and working with customers. The Professional Services Implementation Specialist will be the main point of contact for the customer during the onboarding process ensuring a smooth and successful implementation on a technical and customer service basis.

## Responsibilities

- Serve as the main point of contact to ensure we are implementing the software according to clients' needs and specifications.
- Teach clients how to use the software from the administrative perspective.
- Ensure their setup is going to be successful in their customized workflow and meets all their needs on a technical level.
- Identify, coordinate, and perform technical deliverables required by the installation process.
- Communicate with customers to define a project plan, KPIs, and key milestones.
- Coordinate and execute technical projects such as remote hardware, network, and software installation of our Medstrat PACS solution.
- Collaborate with Client IT to ensure hardware and software solutions are updated and maintained.
- Guide customers in the clinical integration, testing, and functionality of our PACS solution.

## Qualifications

- Bachelor's degree in Computer Science, Information Technology, or other related discipline, or equivalent overall level or knowledge based upon experience.
- Root Cause Analysis skills sufficient to investigate and identify the most likely reason for technical issues (involving server, client, or network).
- Exceptional attention to detail, highly organized, and efficient in performing multiple projects simultaneously.
- Superior communication skills, sufficient to explain technical issues to non-technical customers.
- Linux command line experience (RedHat, CentOS, Rocky Linux, Ubuntu).
- Linux server installation, update, and administration experience (docker/container experience is a plus).
- Network troubleshooting experience (IPTraf, DNS, IPsec VPN, etc.)
- Knowledge of medical imaging is a plus.
- Experience working in a regulated environment is a plus.

Please submit resume and additional documents to [jobs@medstrat.com](mailto:jobs@medstrat.com).

## About Medstrat

Medstrat is the leading provider of orthopedic PACS and digital templating software solutions for orthopedic surgeons, medical device manufacturers, practice groups, and the ambulatory surgical centers and hospital operating rooms where they deliver care. With over 25 years of musculoskeletal expertise, we are the most experienced and trusted orthopedic software company for PACS, digital templating and orthopedic image archiving.