



# MEDSTRAT

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Position Title: Installation Client Coordinator  
Department: Installation  
Reports To: Installation Manager

## Summary

This position is a customer and employee-facing position and is the first point of contact for installation projects involving repairs and updates for Medstrat's distributed medical imaging system (<https://www.medstrat.com/comparison>). This position is responsible for making sure that projects are completed successfully and on time. This position serves as the face of the department to the client and keeps them informed of project status and needs. They also communicate project needs and assign resources from our department to complete the needed tasks. This position reports to the Installation Manager.

## Responsibilities

- Manage customer projects:
  - » Work with customers and vendors to create project plans and timelines
  - » Manage relationships with customers throughout projects and serve as a single point of contact
  - » Process feedback from the client and escalate any matters that need attention to the team lead/manager
  - » Maintain comprehensive project documentation
  - » Project grooming to ensure all projects are moving forward and all parties are responsive and on task
- Oversee workloads and schedules of the Installation team
- Confirm projects are completed according to the Installation process, as defined in currently implemented Standard Operating Procedures
- Maintain HIPAA compliant process and paperwork
- Process feedback from the client and evaluate their requests. Communicate feedback and requests to the proper department heads in order to improve processes or product offerings and the client experience

## Qualifications

- Bachelor's degree or four (4) years relevant work experience; Computer Science or related discipline is a plus
- Strong ability to multitask and handle multiple projects simultaneously
- Excellent communication and customer service skills; Strong attention to detail
- Knowledge or experience in issue tracking system desired
- 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.