



### About Us

VirtuSense Technologies is advancing the transformation of proactive healthcare for all. We keep loved ones well by providing actionable insights for physicians, caregivers, and families through AI, data, and innovative sensors.

We are a driven team that unites people of all ages and places with a common purpose. We work hard because we're passionate about improving the quality of people's lives. We have fun because we see each other as people before coworkers. We succeed because we are committed to working together to create a better future for everyone, not just ourselves. "We're here, so you'll be ok."

**Department:** Operations

**Reports To:** Senior Support Specialist

### Responsibilities

- Monitor support ticketing system on a daily basis to ensure prompt response to customer inquiries.
- Efficiently manage omni-channel support requests from various sources, including Telephone, Email, Support Software, Walkups, and Request Forms.
- Respond to customer inquiries and issues, providing clear and accurate information or troubleshooting assistance.
- Escalate complex issues to higher-level support or management as necessary.
- Ensure that support tickets are categorized, prioritized, and assigned to appropriate team members for resolution.
- Collaborate with other support specialists and team members to share knowledge and best practices.
- Maintain accurate records of customer interactions and support actions in the support software.
- Identify recurring issues and contribute to the development of knowledge base articles and FAQs.
- Continuously improve support processes and workflows to enhance the customer experience.
- Provide exceptional customer service, maintaining a positive and empathetic attitude.
- Other duties as assigned.

### Requirements

- Bachelor's degree in a relevant field or equivalent work experience (preferred).
- Proven experience in a customer support role or a related field.
- Strong communication skills, both written and verbal.
- Proficiency in using support software and customer relationship management (CRM) tools.
- Proficiency in Microsoft Office, including Advanced Excel (preferred)
- Ability to handle multiple support channels simultaneously.
- Problem-solving skills and the ability to think on your feet.
- Excellent organizational and time management abilities.
- Adaptability to changing priorities and a fast-paced environment.



- Customer-focused mindset with a passion for helping people.
- Strong communication skills, both written and verbal.
- Ability to work independently as well as in a team.
- Attention to detail and a commitment to delivering high-quality support.

Send your application to [careers@virtusense.com](mailto:careers@virtusense.com) to apply.

Visit [virtusense.ai](https://virtusense.ai) for more information.