

Technical Solutions Engineer, Clinical

Classification: FLSA Exempt (US Employees only)

Reports To: Director, Technical Solutions

Note to applicants: This position is open to all candidates within New Mexico. For candidates in Albuquerque, New Mexico, this position has the option of being remote, hybrid, or in-person.

[APPLY HERE](#)

Summary

Provides front-line technical support to customers for Indica Labs' clinical software products and provides support to internal stakeholders.

Duties and Responsibilities

- Handle software-related requests for assistance (problems)
- Analyze software related issues and propose solutions
- Troubleshoot software and identify root causes of software problems
- Conducts software testing, installation, and un-installations
- Document software support activities thoroughly, accurately, and in a timely manner
- Troubleshoots IT related issues
- Manages software and database migrations
- Advises customers on hardware and software configurations and implementation
- Develop customer relationships through professional, dependable, and accurate interactions.
- **This position primarily serves our customers in the clinical space. Due to service level requirements of our clinical customers, infrequent evening and weekend work will be likely; however, hours can be flexed.**
- Responsible for the appropriate accessing and handling of electronic Protected Health Information (PHI) as outlined by policy and the Health Insurance Portability and Accountability Act (HIPAA)
- This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice

Minimum Qualifications

- Authorization to work in the United States, or appropriate authorization to work in the applicant's current home country (Indica Labs, Inc. does not sponsor work visas)
- Two (2) years of proven work experience as an IT engineer, Technical Solutions Engineer, Application Support Engineer, or similar role

- Indica Labs is a Federal Contractor. Employees should expect a COVID-19 Vaccination requirement or reasonable accommodation.

Preferred Qualifications

- Three (3) years of related technical support experience
- Candidates from other US states can apply, but preference will be given to candidates in New Mexico

Knowledge, Skills, and Abilities

- Soft skills, with a passion for providing superior customer service
- Intermediate skills in Information Technology (IT) and network knowledge
- Ability to listen to and understand information and ideas in speaking so others will understand
- Intermediate experience in Windows and Windows Networking
- Skilled in customer facing roles
- Ability to troubleshoot issues with all users at various knowledge levels

Location

This position is located at our headquarters in Albuquerque, New Mexico.

Working Conditions and Physical Effort

- No, or limited physical effort required
- No, or limited exposure to physical risk
- Work is normally performed in a typical interior/office work environment
- Typical work week is Monday – Friday; however, infrequent evening and weekend work is required in this position.

Indica Labs, Inc. is proud to be an Equal Employment Opportunity and Affirmative Action employer. We take pride in providing equal employment opportunities to all employees and applicants regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Additionally, it is standard company policy to provide reasonable accommodations to qualified individuals who have protected disabilities to the extent required by applicable laws. All candidates will be required to submit unofficial transcripts as a condition of application. Due to the nature of our business, and to meet United States Federal, State, and International requirements, final selected candidates must pass a background check for employment.