

# Technical Services Engineer

## CAREER DESCRIPTION

### Overall Responsibility

The Technical Services Engineer will work with American Well Technical Leads in designing, configuring and implementing American Well's core system according to customer requirements. The Technical Services Engineer will also work closely with project managers, QA, Hosting and development leads to ensure on-time delivery of configuration sets and enhancement requests. They will also provide higher-tier support for technical issues in production and staging environments and will, from time to time, be called up on to develop custom support procedures and tools to resolve these issues.

### Core Tasks

Participate in and provide feedback on design discussions relevant to system integration topics (feeds, single sign-on, 3rd party web services).

Perform hands-on configuration of the American Well base application through coding and maintenance of XML-based config definition files.

Analyze and resolve production support issues by reviewing application J2EE exception logs, querying relevant Oracle databases and gathering relevant data from end-users and other stakeholders.

### Qualifications

Should have experience configuring enterprise or hosted applications for large scale clients on tight schedules.

Good understanding of SQL queries and analyzing data across multiple data stores. Should have a sound understanding of deploying and debugging J2EE applications. Should be comfortable working with XML, XSL, SOAP, JavaScript, JMS and/or SSO/SAML.

Should be self-motivated and entrepreneurial, able to analyze situations independently and derive optimal solutions based on a holistic understanding of the problem rather than narrow diagnosis of requirements.

### About American Well

Have you ever wanted to talk to a doctor online rather than take time out of your day to set up an appointment or wait in the emergency room? Have you ever wished that a 10 minute checkup or follow-up didn't require you to set aside two hours from your day? We are a web startup based in Downtown Boston offering a software service that facilitates online conversations between healthcare providers and patients. Our product is used by several regional health plans and hospitals to allow consumers to receive quality care online and provide physicians with an additional means to stay in touch with their patients.