

## **Great Connection, Inc. seeks a permanent Customer Support person to start immediately.**

### *Who are you?*

You probably have a general understanding of networking and of web design and web applications.

You are probably more of a "Jack of all trades" than a "one-trick pony".

You have a curious nature and get more excited than afraid by new ideas and technologies.

You can explain technical concepts and make them relevant to customers as well as non-technical co-workers.

You may have some formal education related to this field, but more importantly is that it fascinates you nonetheless.

You like working on most of the following types of things. Making customers feel comfortable, troubleshooting using web-based tools and server logs, solving communication problems, writing educational materials and maybe even some design and development in one form of another.

We have an ambitious rollout plan with plenty of customers waiting for your assistance with problems, small and large. You will also educate customers on our system, guide them through setup and installation. If you want a break from customers, you can take charge of developing better support tools and practices. And, if design or development interests you, we have lots of code in Ruby and in Rails. There is a decent amount of Javascript, both browser-side and in Node.js. Speaking of the front-end, haml templates and sass styles also welcome you.

Since we are a small team there is also a healthy amount of technical discussions with partners and internally for everyone to take part in.

A lot of our work directly impacts the workflow of medical staff and the level of service offered to patients. All of us find this greatly rewarding and we think you will too. You will be expected to work in a mostly self-sufficient manner, have ideas and be part of the decision making related to our customer relations and the tools we use.

All of us work on Mac laptops. You are free to work in another environment (i.e. Linux) but we would really think twice if you insist on running Windows. There are problems running our "stack" under Windows.

### *Who are we?*

Great Connection is an innovative company with a patented solution for converting and delivering medical images to mobile devices and remote communication systems such as email and web applications. Our products make expecting parents and medical staff happy.

Our system interfaces directly with medical imaging devices and computer systems on the one end and with mobile networks and operators, email and other APIs on the other. The user interface, our main Rails application, sits in the middle of all this and is in constant evolutionary development.

Great Connection is made up of 6 people based on 3 continents with customers on 4. We are a passionate team with vision and ambition. We have offices in Stockholm, Sweden, and San Diego, California, USA. Obviously, we are a distributed team and welcome the right developer no matter where they live. We do, however, like to see each other once in a while so expect to visit one of the offices on occasion.

Ok, let's geek-out a bit. Here are some of the big components in our stack. jQuery, Haml and Sass, Ruby on Rails, Sinatra, Rspec, MongoDB, Riak, Node.js.

*Sounds interesting? Get in touch.*

*jobs@greatconnection.se (jobs not Jobs, ok)*

Great Connection, Inc. is an emerging Wireless Health Company that has a patented technology that sends ultrasound and x-ray images (DICOM standard) to any communication device such as mobile phones, tablets, PC etc. The first product in the market was Mobile Baby. Today the company offers image conversion and routing services as well as cloud PACS solutions. The technology is an accessory to an ultrasound system and it works with all different modalities and brands. It takes a couple of minutes to install and is sold in a pay as you grow model.

The company has installations in Sweden, Saudi Arabia, US and Egypt and are now launching in the US market. The technology is FDA classified as a Class 1 Device and HIPAA compliant. The company is based in San Diego and has its R&D in Sweden.