

Peth Yoeung is a specialized EMR and digital hospital operating system and a subsidized software of an award winning software development company, **First Womentech Asia Co., LTD.** led by an IT female-oriented team whose its members are included of a veteran female IT engineer, professional coding staff, hospital business management advisors, practitioner doctors and healthcare professionals. They are more than ready to listen and respond to every single need and requirements of all their clients to help assist and support the clients to reach their business goals.

We have gradually grown from a team of four people to a team of 30 people, including management team and is providing digital EMR and hospital operating management system software to more than 100 public and private hospitals/clinics in Cambodia.

Job Title: Business Support and Training Advisors

Reporting to: Business Support and Training Manager

Purpose: As a Business Support and Training Advisor, s/he takes responsibilities to contribute in the field of support and training to client who are using Peth Yoeung. It is the main role to help clients using system smoothly and comprehensive enough to run the system without standing by support at the client's located hospitals. This role duty is also train and demonstrate to clients for every new product and updated function.

Responsibilities:

- Being a focal contact person of clients for any concerns of their business support in the use of any system software of FWTA
- Collect and listen to their business requirements and then write them down to be shared with Business Development and Marketing Team and Technology Development Team and the Management Team of FWT for solution
- Develop training materials and programs for assigned clients after the license use agreement signed
- Provide training and strengthen capacity of all system users of clients on how to use the system and keep ongoing technical backstops as demanded and required.
- Develop Clients Support Planning to support clients in fast and proper support manner
- Support the effective implantation of Clients Support Strategy of FWTA
- Develop weekly, monthly and quarterly reports of client's feedbacks to the Management Team of FWTA for business development and timely manner support to clients
- Visit clients and client's problems and provide solution
- Join the business development of FWTA and provide inputs for the business growth of FWTA.
- Support the effective communication and on-time responses to all demand of clients.
- Complete additional duties as assigned by CEO and immediate supervisor during the contract.
- Coordinate with hospital/clinics to collect key information for data setting support and set calendar for system users training workshop
- Assist hospitals/clinics to do data setting as quick as possible after the User License Agreement signed and the business assessment is completed
- Review and verify all data set to ensure that the data setting is done in according with business of customers and no errors
- Conduct training workshop for system users of hospitals/clinics
- Produce training workshop report and then communicate it with customer

Requirements:

- University graduate in Computer Science, IT, Business Administration, or equivalent.
- At least 2 years of working experience in the field of business development, clients support and training
- Basic knowledge in healthcare system
- Applicant with experience in providing training clients and business partners on how to use system and software training services is strongly encouraged to apply
- Demonstrated proficiency with complex technology; technical troubleshooting aptitude a plus
- Excellent written and verbal communications and interpersonal skills
- Flexibility in scheduling to meet client needs with short turnaround
- Ability to adapt and prioritize in a deadline-driven environment
- Having good English language skills is a plus
- Having excellent training and organized skills
- Problem and business solution oriented person
- Honest, responsible and hardworking under the challenging environment setting
- Willing to learn new things and team-work
- Creative, high self-confident and Can-Do-It Attitude
- Able to manage and cope with stress while working
- Able to work with minimal supervision