



# Support Analyst

**Location:** Remote (US)

**Reports To:** VP, Implementation & Client Success

**Department:** Client Success

## About WellBeam

WellBeam is transforming clinical workflow interoperability between hospitals and post-acute providers. By replacing legacy fax- and phone-based processes with intelligent, EHR-integrated workflows, we enable care teams to coordinate in real time, unlock revenue, and improve patient outcomes across the acute-post-acute continuum.

We partner with many of the largest and most forward-thinking health systems and post-acute providers in the country, bringing modern, scalable workflows to some of the most complex clinical environments in U.S. healthcare.

## Role Summary

As WellBeam continues to grow, we are seeking a Support Analyst to serve as the first point of contact for customer support requests and play a critical role in delivering an exceptional customer experience.

Working closely with customers and cross-functional internal teams, the Support Analyst will manage inbound inquiries, troubleshoot common issues, maintain accurate documentation, and coordinate escalations when deeper investigation is required. This role is ideal for an organized, customer-focused professional who enjoys solving problems, communicating clearly, and helping customers succeed.

The ideal candidate is passionate about healthcare technology, takes ownership of customer issues, and thrives in a fast-paced, high-growth environment where responsiveness and attention to detail are essential.

## Key Responsibilities

### Customer Support & Issue Resolution

- Serve as the first point of contact for customer-reported issues, questions, and support requests.
- Respond to customer inquiries in a timely, professional, and customer-centric manner.
- Provide first-level troubleshooting, workflow guidance, user account support, and resolution of common customer questions.
- Gather and document complete issue details to ensure efficient investigation and resolution.
- Maintain ownership of customer communications throughout the lifecycle of each support request.

### Ticket Management & Escalation

- Triage, prioritize, document, and track support tickets in accordance with established processes and service level expectations.
- Monitor ticket queues to ensure timely follow-up and resolution.
- Escalate issues requiring deeper technical investigation to Product, Engineering, or other internal teams.



- Coordinate communication between customers and internal stakeholders during escalations.
- Ensure accurate documentation of issue status, root causes, and resolutions.

## **Reporting & Operational Support**

- Generate and distribute operational reports for live customers.
- Maintain accurate customer records and support documentation within company systems and tools.
- Identify recurring issues and trends and communicate findings to internal stakeholders.
- Contribute to the development and improvement of support processes, knowledge base content, and customer-facing documentation.
- Support ongoing initiatives that improve operational efficiency and scalability.

## **Cross-Functional Collaboration**

- Partner closely with Customer Success, Implementation, Product, and Engineering teams to ensure a seamless customer experience.
- Advocate for customer needs and communicate feedback that may influence product and process improvements.
- Support customer onboarding, adoption, and retention efforts when needed.

## **What Success Looks Like**

- Serves as a trusted first point of contact for customers.
- Consistently delivers timely, professional, and high-quality support.
- Maintains strong ticket hygiene and accurate documentation.
- Effectively escalates complex issues while retaining ownership of customer communication.
- Contributes to high customer satisfaction and positive customer outcomes.
- Helps the broader Customer Success team scale by providing reliable first-line support coverage.

## **Qualifications**

### **Required**

- Bachelor's degree or equivalent professional experience.
- 1-3 years of experience in a customer support role.
- Experience working within a SaaS or technology company environment.
- Exceptional written and verbal communication skills.
- Strong organizational skills, attention to detail, and follow-through.
- Demonstrated accountability and customer-first mindset.
- Strong analytical and problem-solving skills.
- Ability to manage multiple priorities in a fast-paced environment.



## Preferred / Stand-Out

- Experience in healthcare technology, healthcare operations, or health systems.
- Experience handling PHI and working within HIPAA-regulated environments.
- Experience with customer support and CRM platforms such as Intercom, HubSpot, Salesforce, or similar tools.
- Experience creating reports using Metabase or similar reporting and analytics tools.
- Experience working in startup environments.

## The Type of Person You Are

- You genuinely enjoy helping customers and solving problems.
- You communicate clearly, professionally, and empathetically.
- You are highly organized and detail-oriented.
- You take ownership of issues and follow them through to resolution.
- You thrive in fast-paced environments where priorities evolve quickly.
- You are collaborative, adaptable, and eager to learn.
- You are comfortable balancing independent work with cross-functional teamwork.
- You are passionate about improving healthcare through technology.

## Why You'll Love Working at WellBeam

- Competitive salary and equity participation
- Remote work with flexible working hours
- Regular company-wide offsites
- Generous holidays and Paid Time Off
- A variety of health, vision, and dental insurance options
- 401(k) and Workers' Compensation

Compensation: *\$60,000 - \$90,000*

## Interested?

Email [recruitment@well-beam.com](mailto:recruitment@well-beam.com) with the role title in the subject line. Please include a brief introduction and your resume.