WellBeam
Connected Care

Support Engineer

Location: Remote (US)
Reports To: CTO
Department: Engineering

About WellBeam

WellBeam is transforming clinical workflow interoperability between hospitals and post-acute providers. By replacing legacy fax- and phone-based processes with intelligent, EMR-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 Engineer to help maintain the reliability, performance, and operational health of the WellBeam platform. This role sits at the intersection of Engineering, Product, and Customer Operations, helping diagnose and resolve issues across our system while ensuring strong observability and operational processes.

- Monitor production systems, investigate incidents, and resolve known issues across integrations, workflows, and data pipelines.
- Troubleshoot complex problems surfaced by Customer Success, Implementation, or Product teams and drive issues to resolution.
- Coordinate incident response and escalate effectively when deeper engineering fixes are required.
- Support production releases, validate successful rollouts, and assist with post-release troubleshooting.
- Improve system reliability and observability by partnering across teams to strengthen tooling, monitoring, and operational processes.

Key Responsibilities

Production Monitoring & Incident Response

- Monitor system error queues, operational alerts, and other signals of platform health.
- Investigate and resolve production issues surfaced by Customer Success, Implementation, or Product teams.
- Resolve known issues across integrations, workflows, and data pipelines.
- Diagnose root causes of system failures and escalate when deeper engineering work is required.
- Coordinate incident response and bring in appropriate subject-matter experts when needed.

Integration & Platform Support

- Troubleshoot and resolve integration issues within WellBeam's interoperability layer, including Qvera.
- Address known integration failures and message processing errors.
- Monitor and maintain the operational health of interfaces and integration pipelines.

Operational Excellence

- Own visibility into system performance, reliability, and operational health.
- Help ensure strong observability across the WellBeam stack, including logging, monitoring, and alerting.
- Track, triage, and communicate status on outstanding issues and incidents.
- Maintain clear documentation of known issues, standard resolutions, and operational playbooks.

Release & System Operations

- Support and coordinate production code releases.
- Monitor deployments and validate successful rollouts.
- Assist with post-release validation and troubleshooting.

Reliability & Performance

- Monitor system performance and identify degradation, failures, or bottlenecks.
- Proactively identify areas for improvement in system reliability and observability.
- Partner with engineering leadership to improve operational tooling and workflows as the platform scales.

What Success Looks Like

- Production issues are quickly diagnosed, communicated, and resolved.
- Integration failures are proactively identified and addressed before they create broader customer impact.
- The engineering team has clear visibility into system health, reliability, and performance.
- Customers experience stable, reliable workflows across the WellBeam platform.
- Operational processes, observability, and release readiness improve as the company scales.

Qualifications

Required

- 2+ years of experience in technical support, site reliability, production engineering, or a similar role.
- Strong debugging and troubleshooting skills in distributed systems.
- Experience monitoring and supporting production applications.
- Familiarity with JavaScript-based backend systems, preferably Node.js.
- Comfort working across logs, queues, APIs, and cloud infrastructure.
- Strong communication skills and the ability to coordinate across technical and non-technical teams.

Preferred / Stand-Out

- Experience with AWS infrastructure.
- Experience with healthcare integrations or HL7/FHIR workflows.
- Familiarity with observability tools such as Datadog, CloudWatch, or similar platforms.
- Experience supporting integration engines or message processing systems.
- Experience working in startup environments.

The Type of Person You Are

- You enjoy debugging real-world production issues and finding practical paths to resolution.
- You stay calm under pressure and communicate clearly during incidents and high-priority issues.
- You are organized, dependable, and comfortable owning problems from detection through resolution.

- You are curious about how systems work and motivated to improve reliability over time.
- You thrive in a fast-paced environment and enjoy partnering across functions to keep mission-critical healthcare workflows running smoothly.

Why You'll Love Working at WellBeam

- Competitive salary and equity participation
- Remote work with flexible working hours
- Monthly team dinners (if local to the SF Bay Area) and 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: *$120,000 - $150,000*

Interested?

Email recruitment@well-beam.com with the role title in the subject line. Please include a brief introduction and your resume.