

# ReCor Medical

Ultrasound Denervation Therapies

## **Desktop Systems Specialist**

Department: IT

Reporting to: Senior Manager, IT

Location: Palo Alto, CA

Workplace Type: Onsite

## **About ReCor Medical**

At ReCor Medical, we are pioneering Ultrasound Renal Denervation (uRDN) therapy to treat hypertension, the leading cardiovascular risk factor in the world. With our Paradise™ uRDN System, we're on a mission to provide the millions of people who suffer from hypertension with a non-drug and minimally invasive option to lower their blood pressure. Join us on our journey and make a meaningful impact on the lives of people around the globe.

## **Position Summary**

The Desktop Systems Specialist position provides a critical role by ensuring smooth operations for all the Company. This includes, but is not limited to, providing local and remote Technical Support Services to end users. The position will manage the service request/incident processing for end-user issues.

## **Responsibilities and Duties**

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
- Document technical procedures
- Ensure security and privacy of networks and computer systems
- Help keep users and company resources in line with company policies and industry best practice
- Maintain records/logs of repairs and fixes and maintenance schedule
- Train end users
- Manage users in a VOIP system
- Maintain daily performance of computer systems
- Install, modify, and repair computer hardware and software
- Perform troubleshooting to diagnose and resolve problems
- User onboarding and offboarding
- Install computer peripherals for users
- Organize and schedule upgrades and maintenance without deterring others from completing their work
- Manage inventory/Identify equipment shortages and place orders

## **Requirements**

- Minimum 3 years experience
- Diagnostic and problem solving skills

# ReCor Medical

## Ultrasound Denervation Therapies

- Excellent communication ability
- Organizational and time management skills
- In depth understanding of windows and mac operating systems
- Experience with MDM systems
- Good understanding of internet security and data privacy principles Industry certifications will be an advantage (e.g. Comptia A+, Sec+, Microsoft, cisco)

**Salary range:** \$38/hr- \$42/hr (Commensurate with experience, skills, education and training)

### **COVID-19 vaccination requirements**

At ReCor Medical, we care, we collaborate, we challenge, and we create. Pursuant to these core values, we are focused on the health and safety of our employees, as well as the teamwork essential for innovation of our pioneering technology.

**COVID19 vaccines are required for all ReCor US office employees effective June 10, 2021, as well as all new US office employees joining our company.** Fully vaccinated persons are those who are  $\geq 14$  days post-completion of the recommended series of an FDA-authorized COVID-19 vaccine.

### **Equal Employment Opportunity**

At ReCor Medical, we value bringing together individuals from diverse backgrounds to develop new and innovative solutions for patients. As an equal opportunity employer, we do not discriminate on the basis of race, color, religion, national origin, age, sex (including pregnancy), physical or mental disability, medical condition, genetic information gender identity or expression, sexual orientation, marital status, protected veteran status, or any other legally protected characteristic.