Implementation Engineer

Job Description

About Us

MeshAI.io was founded in 2018 by academics, scientists, and engineers in Canada with decades of experience in optimization and healthcare systems. A near-death experience for one of our founders—caused by fatigue from an error in scheduling—turned our research on burnout, inefficiency, and lost wellness into a personal mission. That work led us to create a new category of staff scheduling called "collaborative scheduling." As a category leader, Mesh AI's mission is to design intelligent, fair, and transparent schedules so clinicians can rest, feel respected, and focus on what matters most: caring for patients, not fighting with spreadsheets and call calendars.

About the Role

Mesh AI is seeking a skilled Implementation Engineer to join our team, playing a critical role in delivering high-quality implementations of our solutions. In this role as an Implementation Engineer you will work closely with the Implementation Project Leads to develop and implement final components of customer setups, ensuring optimal performance and adherence to customer expectations.

This is a unique opportunity for you to leverage your technical expertise to drive successful implementations and optimize client onboarding experiences. As an Implementation Engineer, you'll collaborate cross-functionally to develop tailored solutions and ensure seamless launch of our tool. If you're passionate about using your coding skills to solve complex problems and deliver value to customers, this role is an excellent fit for you!

Responsibilities

- Collaborate with Implementation Project Leads to develop and implement final components of the setup, including custom engines and rules.
- Analyze the "root cause" of problems and creatively and efficiently resolve them by building modifications in the system.
- Conduct thorough testing of engine functionalities to ensure high-quality outputs and adherence to established standards.
- Build and implement custom rules tailored to meet specific customer requirements, enhancing the overall effectiveness of the solution.
- Troubleshoot and resolve technical issues related to the software implementation.
- Monitor and report on key performance indicators related to the timing and quality of engine and rule creation, ensuring that outputs meet expectations set by customers and the company.

- Work effectively in a team environment, participating in cross-functional projects to enhance the overall customer experience.
- Deliver product demos at various stages of the customer journey.
- Document technical processes, configurations, and client-specific customizations.

Skills & Qualifications

- **Education**: You have a Bachelor's degree in Engineering, Computer Science, or a related field, or you have equivalent experience in software development.
- **Technical Proficiency:** You have a strong understanding of software development and experience in software implementation, preferably within the healthcare industry. Proficiency in Java is preferred, along with experience in optimization tools or frameworks.
- **Problem-Solving Skills**: You have the ability to analyze issues, develop solutions, and implement fixes efficiently, e.g., applying constraint satisfaction thinking when building code.
- **Communication Skills**: You excel in verbal and written communication in English, capable of effectively conveying technical concepts to team members and stakeholders.
- **Team Collaboration**: Demonstrated ability to work collaboratively in a team setting, fostering strong working relationships.
- **Subject knowledge:** Familiarity with the healthcare industry, including knowledge of healthcare terminology and practices: a bonus

Why join us

- If you thrive on energy and momentum, you'll love our dynamic workplace that keeps you engaged and challenged.
- Accelerate your professional journey with opportunities to learn and advance as we scale our operations.
- Be part of a mission-driven team transforming healthcare scheduling. Our co-founder's life-altering, near-death experience due to scheduling errors is what drives our commitment to change. Click here to read the story.
- Your work will play a crucial role in preventing future healthcare errors, ensuring better outcomes for patients and clinicians alike.
- Enjoy the freedom and flexibility of remote work, empowering you to balance your career and personal life while contributing to an impactful mission.

Our core values

1. Respect: We care and respect others and our planet as a whole
2. Integrity: We are honest and apply radical candor with compassion
3. Growth: We are results-driven and detail-oriented
4. Efficiency: We are resourceful and lean and minimize wastes
5. Communication: We make no assumptions and communicate clearly at all times

Our targeted attributes

The company uses a systematic and standard score-card approach towards hiring that measures against the required skills and attributes of each position that includes MESH Scheduling Inc.'s "A.G.I.L.E. CARE" set of attributes:

- Adaptability and Flexibility
- Growth Mindset
- Integrity and Honesty
- Lean Operator and Resourceful
- Empathic Communicator
- Clinician-Focused and Caring for Healthcare
- Altruistic Team Player
- Responsible
- Effective

It is the policy of Mesh AI to ensure equal employment opportunity without discrimination or harassment on the basis of race, religion, national origin, status, age, sex, sexual orientation, gender identity or expression, marital or domestic/civil partnership status, disability, veteran status, genetic information, or any other basis protected by law. Mesh AI welcomes and encourages applications from people with disabilities.