www.peekvision.org

Senior Tech Support & Quality Assurance Specialist

Permanent Full Time

Millions of people worldwide are losing their sight unnecessarily.
Join a mission-driven, award-winning team who are intent on changing this.

The Role

You'll be joining our Training & Support team to build, improve and deliver second line support services and participate in quality manual testing for software quality assurance. Our goal is to deliver high-quality software and accessible responsive support to our partners so that they can run impactful eye health programmes globally and continue their work reaching those hardest to reach to connect them to services. Our partners are in low- and middle-income countries with health providers, NGOs and governments.

This role will aim to develop our software technical support function by ensuring our

partners receive quick responses to software fixes, issues and bugs. Additionally, the role will aim to improve local testing techniques by encouraging efficiency in testing and the adoption of good testing practices. As well as working with members of the Training & Support team, this role will work with developers and colleagues from other teams to improve the strength and efficiency of our delivery process.

Responsibilities and Attributes

The key responsibilities of the role are:

- Maintain expertise in all Peek software and ensure quality and efficiency of second-line support and testing.
- Provide effective and timely second-line customer technical support, including technical support for the launch of global Peek programmes, and supporting relationships with our partner's technical teams in-country.
- Design and execute manual software tests.
- Encourage and assist the Training & Support team to resolve blockers to team productivity and testing effectively and supporting the Software Trainers.
- Maintain Knowledge Base in Jira Software.

The key attributes:

- Extensive experience in a technical support role delivering quality support to global partners
- Experience in a software quality assurance role.
- Strong leadership attributes that encourage and help others to improve their Support, QA skills and work efficiently as a team.
- Experience in making efficiency and quality improvements to processes.
- Self-starter with an excellent work ethic.
- Able to work independently and under pressure, while multitasking and prioritising workload when necessary.
- Good written and verbal communication skills
- Fluent in English, both spoken and written.
- Enjoy delivering quality support to customers resulting in high satisfaction outcomes.

Advantageous attributes:

- Technical expertise in functional and regression testing
- Experience of public health or eye health programmes an advantage.
- Experience of automated end-to-end testing or other software development would be advantageous.

Location - sub-Saharan Africa, Southern Asia or Southeast Asia prefered.

Travel - Local travel only, with a likely annual offsite which may be overseas.

About Peek

Poor vision and blindness are the world's most neglected disabilities.   Millions of people worldwide are held back because they don't live near eye health facilities or can't access treatment. Most people affected by blindness and poor eyesight live in low- and middle-income countries, and young people, older people and women carry the greatest burden.

[Peek Vision](http://www.peekvision.org) is a social enterprise that develops evidence-based smartphone tools to improve access to eye care. We develop software, hardware and data visualisations to help health services sustainably improve access to eye care. Peek is developing these systems with its partners to reach the people who most need access to eye care in low- and middle-income countries.

Peek is an impact-driven organisation, always focused on the people and communities who can benefit the most from improved eye care. We have offices in Botswana, Kenya and the UK, and our team works with partners across the world to bring better vision and health to everybody. To find out more, visit www.peekvision.org.

Peek Solutions

Peek Capture is a smartphone app that allows non-specialists - such as teachers and community health workers - to conduct vision screening and eye health surveys in homes, communities and schools. It integrates the visual acuity check from our award-winning **Peek Acuity** Android App, allowing anyone to check visual acuity using a smartphone.

Peek Admin is a web platform that displays the real-time data entered in Capture, allowing healthcare providers to understand where the need is greatest and how to improve services.

They are used to power our two main offers:

Peek for School and Community Eye Health Programmes
We use Peek Capture to help eye health providers reach communities and join up local services, while data from Peek Admin helps ensure those who need treatment are reached. We offer our public health expertise to adapt the solutions to local needs and help partners analyse the data for iterative improvement.

We have supported eye health programmes in Pakistan, India, Zimbabwe, Kenya and Botswana with more set to launch in Uganda, Ethiopia and Tanzania.

Peek for RAAB7
RAAB (Rapid Assessment of Avoidable Blindness) is a rapid survey methodology developed at ICEH (International Centre for Eye Health) to identify the prevalence of eye health issues in a given population. Identifying population need is the first step to advocating for and

designing impactful programmes.

To apply, please submit your CV and, in no more than 3 sentences per question, provide your answers to the following:

1. What does good support look like?
2. What would be your process to create this great customer support?

Email CV and answers to recruitment@peekvision.org by 16th April, clearly stating the job title in the subject line of your email.

Peek is an equal opportunity employer. Peek will not discriminate and will take measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, promotions, and other conditions of employment against any employee or job applicant on the bases of age, disability, gender, marital status, parenthood, race, religion or belief, sex, sexual orientation, or any other factor which may be deemed discriminatory. Further, the diversity of our team is important and crucial to our impact and we seek to ensure our team has affinities or links to the communities where we are most active.