



FUSE-AI

Support Engineer in AI Startup (m/f/d)

As soon as possible

Join FUSE-AI and Shape the Future of Healthcare!

As a young and dynamic eHealth company, FUSE-AI pursues the goal of improving medical care with innovative AI-based software products. Our initial product has successfully entered the European market, and new products are on the horizon. To ensure the satisfaction of our current and future customers, we are committed to growing our support team.

At FUSE-AI, we work together in a small, but ambitious interdisciplinary team of machine learning engineers, software engineers, scientists, and quality and regulatory experts to develop valuable solutions for medical professionals. In the position offered, you will have the freedom to work independently, take on diverse responsibilities, and grow both professionally and personally within a supportive and collaborative environment.

Job description

A Support Engineer in our company is responsible for providing technical assistance to customers and internal teams, ensuring the smooth operation of our products and systems. They play a key role in maintaining customer satisfaction by delivering timely and effective solutions to technical challenges. As we have just launched our product, the work of the support engineers will be critical to the scalability and success of our product.

- Provide comprehensive product and customer support for a containerized medical device across all support levels
- Optimize deployment processes and develop internal deployment tooling
- Contribute to post-market surveillance by monitoring the safety, performance, and effectiveness of the medical device deployments
- Provide internal IT support to ensure seamless operations
- Assist in software development activities to enhance product functionality and usability

Must-haves

- A successfully completed degree in computer science, software engineering, or a related scientific field, or relevant knowledge and experience as an IT specialist
- Knowledge of Linux and Linux-based infrastructure and advanced troubleshooting skills
- Familiarity with monitoring and analytics tools, such as Grafana, and basic data analysis skills
- Knowledge of software development concepts and best practices, like DevOps, containerization, and git
- Competence in a scripting language, with a preference for Python or bash
- Knowledge in database configuration and management for SQL and NoSQL databases
- Can exit Vim without rebooting
- Expert level communication proficiency in English and German
- Good coordination and communication skills in balance with respect, kindness, and feedback culture
- Hands-on mentality and problem-solving mindset
- Independent and structured manner of working
- Interest in collaboration and personal growth within an interdisciplinary team
- Interest in working in the regulated field of medical devices and within the constraints of a quality management system



Nice-to-haves

- Experience with help desk software and ticketing systems like Jira Service Management
- Advanced knowledge of containerization
- Advanced knowledge of CI/CD and DevOps principles in an agile software development environment
- Experience with object-oriented programming in Python
- Experience with MacOS and Windows
- Basic knowledge of business intelligence strategies
- Basic knowledge of machine learning in relation to deployment and customer support
- Interest in improving work instructions and standard operation procedures within the quality management system
- General understanding of medical device regulations (EU MDR, FDA, ISO, etc.)

What sets us apart

- **Competitive Salary:** We offer a competitive salary that reflects your skills and experience
- **Flat Hierarchies:** At FUSE-AI, we have a friendly and open work culture with flat hierarchies that actively encourages ideas and innovation
- **Career Development:** You will have opportunities to grow professionally and work on challenging, forward-thinking projects
- **Team Spirit:** Join a dynamic, international team that works together to create innovative solutions
- **Top Location:** We offer you state-of-the-art technology in a bright office atmosphere between the town hall and the Michel with subway, S-Bahn and bus right outside the door

Are you interested?

Then we look forward to receiving your application! Please send your documents with salary expectations and possible starting date to job@fuse-ai.de. If you have any questions, please do not hesitate to contact us on + 49 40 450 318 - 13.

Not sure if the position suits you?

Just give us a call or drop by so that we can find out together whether the position suits you.