ORANGE BIOMED

Customer Support Engineer (Technical Track) – Job Description

Location: 225 Dyer Street, Providence, RI, 02903
Department: Customer Experience / Operations
Employment Type: Full-Time
Reports To: Customer Support Lead (Manager-Track)
Start Date: Q1-Q2 2026

About Orangebiomed Inc.

Orangebiomed Inc. is the U.S. subsidiary of Orange Biomed Co., Ltd. (Seoul, Korea), developing and commercializing the OBM Rapid A1c At-Home OTC monitoring system for self-testing HbA1c. We are preparing for a U.S. e-commerce launch and building a robust technical customer support backbone for device troubleshooting, warranty verification, and complaint investigation under FDA and ISO 13485 standards.

Role Overview

The Customer Support Engineer (CS Engineer) will begin as a key supporting member of the U.S. Customer Support team, working closely with the Customer Support Lead during the first three months of the U.S. e-commerce launch phase.
During this ramp-up period, the CS Engineer will help establish and refine daily support operations — assisting with ticket triage, Helpdesk setup, FAQ content creation, and return/warranty workflow documentation.
As the customer base grows and product returns begin to occur, the role will gradually expand into technical evaluation and warranty adjudication responsibilities, performing hands-on device inspections, root cause triage, and complaint documentation in compliance with FDA and ISO 13485 standards.

Key Responsibilities

Launch & Operational Support (First 3 Months)

- Assist CS Lead with ticket queue setup, categorization, and daily triage.
- Manage customer communications for non-technical inquiries (order status, delivery exceptions, etc.).
- Support writing macros and FAQs aligned with Help Center content.
- Learn warranty and refund workflows to prepare for future technical evaluations.
- Monitor customer feedback for usability issues and prepare reports for QA/Product.

Technical Support & Device Evaluation (Post-Launch)

- Receive and log returned devices (RMAs) from customers via the 3PL/fulfillment partner.

- Conduct visual, electrical, and functional inspections of devices to identify failure modes.
- Document findings in the RMA/Warranty Evaluation Form, linking photos/videos and serial/Lot data.
- Determine if issues fall under warranty coverage or user-induced damage; prepare technical summary for CS Lead review.
- Support rework, calibration, or component replacement per approved SOPs.
- Collaborate with HQ R&D/QA for defect categorization, root cause trends, and CAPA input.

Complaint Handling & Regulatory Interface

- Ensure complaint data capture (event date, outcome/injury, batch/Lot, device ID, and failure description).
- Escalate potential MDR-reportable events to U.S. QA / HQ RA promptly.
- Support post-market surveillance, trend tracking, and device history record maintenance.
- Maintain full traceability between complaints, RMA evaluations, and follow-up actions.
- Align documentation with FDA 21 CFR Part 820 and ISO 13485 requirements.

Tool & System Integration

- Utilize Helpdesk/CRM (Zendesk, Gorgias, Intercom, or Freshdesk) linked with WooCommerce to access order, refund, and warranty data.
- Update device evaluation status and notes directly in Helpdesk/CRM for transparency.
- Use WooCommerce extensions (RMA, Warranty Management, and Return Labels) for ticket automation.
- Support QMS documentation using tools such as MasterControl, Greenlight Guru, or Google Workspace templates.

Reporting & Continuous Improvement

- Maintain dashboards tracking return rate, defect category, resolution time, and repeat issues.
- Analyze technical trends (by LOT, production date, customer geography) and report to QA/Product.
- Participate in weekly cross-functional reviews (CS Lead, QA, Product, Fulfillment).
- Recommend product or packaging improvements that reduce technical issues or customer confusion.
- Support training sessions for new CS staff on device handling and troubleshooting procedures.

Transition Plan

- The first 3 months will emphasize customer-facing operational support. Beginning in Month 4, the focus will shift toward technical evaluation, complaint documentation, and device triage as product volume increases and returns begin.

Qualifications

Minimum

- B.S. in Biomedical Engineering, Electrical Engineering, or equivalent technical discipline.
- 2–4 years of experience in product support, device servicing, or technical QA/QC.
- Hands-on experience with small electronics or IVD devices preferred.
- Strong attention to documentation accuracy and regulatory compliance.
- Proficiency in Helpdesk/CRM tools and spreadsheets (Excel/Sheets dashboards).
- Startup mindset: launch the first workable version quickly, then iterate.
- Excellent written and verbal communication skills; ability to handle sensitive health-adjacent inquiries with care.

Preferred

- Familiarity with FDA 21 CFR 820, ISO 13485, or ISO 14971 (Risk Management).
- Experience working with WooCommerce, Shopify, or Zendesk integrations.
- Previous exposure to CAPA systems, complaint handling, or MDR workflows.
- Startup experience or comfort working in lean, fast-paced environments.
- Multilingual (Spanish) a plus.

Success Metrics (KPIs/SLAs)

- **FRT (First Response Time):** ≤ 4 business hours (email/chat); calls answered within 60 seconds.
- **AHT (Average Handle Time):** role appropriate targets by channel.
- **Resolution Time:** ≤ 1 business day for order/shipping; ≤ 3 business days for warranty triage.
- **CSAT ≥ 90%**, **NPS** tracked monthly; **Abandonment Rate ≤ 5%**.
- **Contact Rate:** trending down by D+30
- **QA Score:** ≥ 90% adherence to scripts, empathy, and compliance checks.

30/60/90-Day Success (indicative)

30 Days (Operational Support Focus)

- Shadow and support the CS Lead in Helpdesk ticket handling (email/chat/phone).
- Assist with Help Center article creation and FAQ maintenance.
- Participate in onboarding for QMS and complaint workflows.
- Help configure RMA and warranty extensions in WooCommerce.

60 Days

- Independently manage low-complexity customer tickets under CS Lead supervision.
- Create Helpdesk macros for order/shipping exceptions
- Support coordination with 3PL on minor logistics or courier exceptions.
- Draft RMA/Warranty flow documents in preparation for future device evaluations.

90 Days

- Begin handling returned device evaluations without supervision.
- Build early defect tracking dashboard (by LOT/category).
- Lead weekly technical summary reports to QA and CS Lead.
- Maintain turnaround targets for any RMA triage initiated during this period.

Working Hours & Coverage

- Standard coverage: Mon–Fri, 9:00 AM–5:00 PM Eastern.
- Occasional off-hours for urgent field investigations or escalations.
- No weekend shifts unless defined by incident protocol.

Compensation & Benefits

- Competitive salary + potential performance-based bonus.
- Health, dental, vision insurance; PTO per company policy.

How to Apply

Send your resume and a brief note:

1. Example of a technical issue you diagnosed and resolved through systematic troubleshooting;
2. A short outline of how you would evaluate a returned HbA1c device under warranty;
3. Your familiarity with Helpdesk or WooCommerce integrations for device support.

   Email: recruit@orangebiomed.com

   CC: janice@orangebiomed.com

EEO Statement

Orangebiomed Inc. is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.