

PROJECT TITLE

Houston and Harris County Health Indicator Research
Update Economic Impact sections

POSITION TITLE

Research Assistant

PROJECT DESCRIPTION

This project will involve updating the Economic Impact sections of *The State of Health of Houston/Harris County, Texas*. You can find prior editions of *The State of Health of Houston/Harris County, Texas* online at www.houstonstateofhealth.org. The document was last published in 2009. At this point, the Harris County Healthcare Alliance plans to update the document, and create the 2012 edition.

To update this section, the Research Assistant will research public health costs for each of the indicators, and provide a summary with references, appropriate to insert into the upcoming *State of Health* document.

In addition to identifying and accurately documenting the information listed above, the Research Assistant is also asked to submit new/updated data to the supervisor in the format(s) desired, at regular intervals during the project period. The results of the Assistant's findings will be used to create the 2012 edition.

DURATION

This project should be completed no later than October 31, 2011.

PAY

\$15/hr for a maximum of 40 hours per week.

Mileage and parking are reimbursed if the Assistant works at one of the office sites, and if receipts and/or other appropriate documentation are provided.

NUMBER OF POSITIONS

One position will be funded by this project.

LOCATION, HOURS, DELIVERABLES

Because this work primarily requires research of published materials on the Internet, the work location and hours are flexible. The successful applicant may work from home, school, or an office can be provided at one of the sponsor organizations, as convenient. The applicant, once hired, will be required to report on the progress of the project with the assigned supervisor at the beginning and at the end of each work week, at times to be negotiated. Submission of work completed each week may be required.

CONTACT

If interested, applicants should send their resume and a description of their knowledge and/or experience related to this project by July 28th to:

Sylvia Castillo
Harris County Healthcare Alliance
1310 Prairie Street, #1080
Houston, TX 77002
Phone: (713) 368-3285
Fax: (713) 368-3938
Email: scastillo@hctx.net

For additional questions, please call Dr. Beverly Nichols at 832-393-5049.

PointCare Technologies, Inc., a privately-held, FDA registered ISO certified medical device company is headquartered in Marlborough, Massachusetts. At PointCare, we believe that the right of access to good medical care is – or should be – universal, no matter where people live. Creating robust and simple diagnostic technology is an essential part of satisfying this basic right. Our purpose is to apply the most advanced methods to meet the challenge of decentralized diagnostics. The company develops and markets innovative point-of-care diagnostic products, which target the hundreds of millions of people in resource-challenged developing nations who are living with HIV/AIDS and other life-threatening infections and/or disease.

We are seeking a talented and highly motivated Product Support Specialist to join our group. If you are interested in working in to ensure global access to good medical care, this could be the perfect position for you.

Responsibilities (include but are not limited to):

- Be the “go to” person for technical expertise on all products.
- Be responsible for delivering both timely and effective repairs as well as adequate training and technical guidance to service engineers to ensure optimal system performance.
- Proactively oversee supply logistics
- Provide on-site distributor/customer training on operation, maintenance, service and troubleshooting when needed.
- Document and analyze reports that pertain to customer expectations, product performance and clinical evaluations. Ensure proper recording of technical issues, problem resolution and classification of customer complaints in accordance with FDA requirements and the company’s Quality Assurance guidelines.
- Work closely with our Sales and Marketing Dept to build our customer base and ensure continued customer satisfaction.

Qualifications

- Experience with medical devices and equipment and strong competency in instrument systems including mechanics, electrical, chemistry and software technology.
- Must be a self-starter with excellent communication skills and ability to operate remotely from the main office with minimal supervision.
- Demonstrate excellent judgment in customer relations, and in managing company resources.
- Must have excellent communication skills, including technical writing and training and be able to interface with customers in a positive professional manner, especially across varying cultures.
- Must possess proven customer service abilities and demonstrate an ability to think and act in a logical, organized and methodical way. Recent relevant field service experience in clinical laboratory settings preferred.
- Must be computer literate in Microsoft Word, Excel and Power Point and be able to utilize computer-based tools for reports, e-mail and for general communication.
- Bachelor’s Degree in EE, ME, BME, or similar.
- Willing to travel up to 40% at times to locations in Africa and across the globe.

To apply, please send your résumé and cover letter skumar@pointcaretechnologies.com, and write the job title in the subject line.

East Meets West Internship Opportunity

Positions are for six months or longer, paid (a small stipend) and offer work in the program management, fundraising, communications and finance at the global headquarters in Oakland, CA. The intern would have the opportunity to work across all functions, interfacing directly with senior management both in the US and internationally.

Potential candidates should contact Laura Ward, laura.ward@eastmeetswest.org, to discuss opportunities.