

Job Title: Bot Monitoring Agent**Reports To: RPA Production Monitoring Supervisors****Department: Intelligent Workflow Automation (IWA)****Schedule: Full-time, remote (Kenya); evening shift aligned to US client hours****Job Description:**

The Bot Monitoring Agent oversees the software bots (robotic process automation, or RPA) that support healthcare revenue cycle operations for our US clients, ensuring they run accurately, on time, securely, and in full compliance with HIPAA. It is a demanding, detail-critical role in a live production environment where issues must be caught and escalated quickly. This is an entry-level position with foundational UiPath training provided, but it calls for real technical aptitude and suits someone looking to build a technical career in automation.

Responsibilities:

- Monitor assigned bots throughout each shift and keep production running accurately and on time.
- Catch, log, and escalate issues quickly, working with the team to resolve them.
- Validate results and maintain strict HIPAA compliance when handling sensitive data.
- Keep accurate production records and contribute to the team's shared knowledge base.
- Work as part of a coordinated team to maintain consistent coverage across client accounts.
- Grow through the team's SME Development Program.

Qualifications:

- Strong technical aptitude and genuine curiosity about how software and systems work.
- Quick to learn new tools and confident working across multiple systems.
- Sharp attention to detail and a logical, analytical mindset.
- Strong work ethic, reliability, and discretion with sensitive data.
- Available to work the evening shift consistently over the long term.
- Technical background or skills are an added advantage.
- No prior RPA experience required; foundational UiPath training is provided.

Shortlisted candidates will complete a short aptitude assessment.