Application Support Specialist
MedInformatix

JOB DESCRIPTION

The Application Support Specialist helps turn new and current MedInformatix customers into satisfied fans. He or she will work with customers on a daily basis and in a variety of ways, such as over the phone, through on-line web-sessions, and possibly in person, providing expert training and high-level support to all levels of staff at busy doctors' offices, medical practices, and radiology clinics.

The ideal candidate has a degree in Computer Science or Information Systems and/or equivalent work experience. Candidates must have strong technical and troubleshooting skills, excellent training skills, a pleasant and courteous personality, and good communication and customer service skills.

RESPONSIBILITIES

- Receives, researches, and resolves customer questions and problems within the EMR, Billing, and Practice Management software related to troubleshooting Microsoft Operating systems, networking issues, and possibly SQL Programming
- Develops effective working relationships with clients, IT Staff, and internal team members from all departments
- Demonstrates a high level of composure, professionalism, communication, and knowledge to contribute to the Company's strong emphasis on customer satisfaction and loyalty
- Conducts problem determination using basic troubleshooting skills, documented procedures, and available tools
- Records problem symptoms and status information in the Company's Customer Relationship Management tool (salesforce.com) in a timely fashion in an effort to communicate with and properly utilize senior technical staff and engineering team to resolve customer issues
- Provides train-the-trainer (Super-User) and end-user training to the customer and internal staff
- Creates documentation for internal and external publication
- Coordinates all phases of Implementation or Support-Related projects
- Works well in a high-volume, high-stress environment
- Strives to acquire and maintain current knowledge of MedInformatix products, Support procedures, practices, and policies
- Strives to acquire and maintain current knowledge of Healthcare Revenue Cycle and Medical Practice-related information, regulations, and policies
- Travels to client locations as needed
- Performs other duties as assigned

QUALIFICATIONS

- Associate's or Bachelor's degree in Computer Science or Information Systems or equivalent work experience
- Familiarity with support and troubleshooting of Windows OS Platform, Servers, and Networking
- Strong dedication to customer service required
- Familiarity with SQL database management and programming
Experience/knowledge of HTML, IIS, and ANSI X12 (EDI) Protocol
Experience/knowledge of outpatient healthcare and/or Radiology
Training ability/experience
Strong interpersonal and communication (written and verbal) skills are required
Must be able to patiently explain processes and procedures and communicate well with co-workers and clients
Basic business math skills required
Strong analytical skills and the ability to think outside the box
Able to manipulate, analyze, and interpret data
Strong personal computer literacy is required, including proficiency in Word, Excel, PowerPoint, the internet, and other appropriate software

BENEFITS

- Vacation
- Paid Sick Time
- Floating Holidays
- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- AD&D Insurance
- Long-term Disability Insurance
- 401(k) Savings Plan with Employer Matching Contribution
- Voluntary Additional Benefits
- Educational Assistance
- Public Transit Reimbursement