



Careers

Application Support Specialist MedInformatix

Posted	October 23, 2015
Employment Type	Full-time
Compensation	Depends upon Skills and Experience
Company	MedInformatix
Location	5777 W. Century Blvd., Suite 1700 Los Angeles, CA 90045

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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

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