

## HealthSystems Job Description

### Role: Support Engineer (Help Desk)

#### Essential Functions (Responsibilities):

- Ensures customer satisfaction by responding to calls to the Support Department.
- Logs all customer questions and problems and tracks the same through to resolution.
- Ensures timely escalation of customer problems by documenting the impact to the customer and by assigning an appropriate priority and resolution target.
- Conducts second level problem determination using documented procedures and available tools.
- Records problem symptoms and status information in a timely fashion in an effort to communicate with and properly utilize senior technical staff and engineering team.
- Ensures problem resolution by maintaining an action plan for the resolution, by initiating and tracking problem assignment to technical resources, and so forth and by keeping the customer updated on the status of the resolution.
- Initiates escalation as appropriate to ensure management awareness of problems that are severe in nature or that are exceeding documented targets.

#### Qualifications/Requirements:

- Knowledge of Electronic Medical Record Software, Centricity Practice Management preferred.
- Bachelors Degree or equivalent work experience.
- Requires 2+ years experience with Windows operating systems and PC maintenance/support with medical software.
- Energetic and strong dedication to quality customer service including strong verbal and written interpersonal and communication skills.
- Superior telephone etiquette and an ability to deal effectively with customers, peers and management.
- Strong problem-solving skills and inherent decision-making ability.
- Good initiative and assertiveness.
- Good project management skills and the ability to organize work in an efficient manner in addition to the ability to work well under stress and time pressures.
- A good working knowledge of the day-to-day operating environment, available tools, operating techniques, and customer applications.
- Basic working knowledge of Microsoft Office products such as Word, Excel, Access and PowerPoint.

#### Desired:

- 2 + years previous experience troubleshooting in a Microsoft SQL Server or Oracle environment.

#### General:

We offer a competitive salary, outstanding benefits package and the professional advantages of an environment that supports your development and recognizes your achievements.

We are an Equal Opportunity Employer.

