HealthSystems Job Description

Role: Healthcare IT Technical Support Engineer (Help Desk)

Essential Functions (Responsibilities):

- Application installation and setup of software remotely on Microsoft based servers with Microsoft SQL based products.
- Scheduling and performing product updates and upgrades in combination with hardware vendors and clients.
- Ensures customer satisfaction by responding to calls to the Support Department that have been escalated to Technical Services group.
- Assisting and working closely with Implementations, Support and Training Departments to help resolve issues that require a more technical investigation and oversight.
- 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.
- Use of Crystal Reports for both custom report writing and report modifications.

Qualifications/Requirements:

- Bachelors Degree in Computer Science or equivalent work experience.
- 5+ years experience working with Microsoft SQL Server 2008/2012.
- 3+ years experience working with HTML, JAVA, Javascript.
- 3+ years experience working with HL7 (implementation, setup and configuration).
- Working knowledge of JBOSS implementation, configuration and structure.
- Working knowledge of Electronic Medical Record Software, Centricity Practice Management preferred.
- Requires experience with Windows operating systems and PC maintenance/support.
- Great initiative and assertiveness with positive attitude required.
- Very strong problem-solving skills and inherent decision-making ability.
- 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.
- 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.
- Strong working knowledge of Microsoft Office products such as Word, Excel, Access and PowerPoint.

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.

Authorized Partner
GE Healthcare
Centricity Practice Solution

Centrum at Glenridge
780 Johnson Ferry Road NE, Suite 410
Atlanta, Georgia 30342-1439
404.207.1300 · 800.834.8359 – Toll Free
www.healthsystems.net