



Technical Support Analyst

Reports to: Senior Manager, Technical Support Services		
Level/Grade Professional	Type of Position Full Time	Hours/Week 40 hrs./week; non-exempt
GENERAL DESCRIPTION		
<p>The Technical Support Analyst provides technical support to external customers across a broad set of technology applications and services. The analyst will accept ownership for effectively solving customer issues, documenting customer interactions in approved platforms, and following approved processes and workflows. This position requires an outgoing, confident individual with excellent verbal and written communication skills and advanced computer skills. The successful candidate will be a highly motivated, self-starter, who has a passion for excellence and values integrity, innovation, and success.</p>		
JOB RESPONSIBILITIES		
<ul style="list-style-type: none"> • Provide technical support to external customers. • Respond to requests for technical assistance via phone, email, and other supported methods. • Identify customer requirements, clarify information, research issues, and provide solutions and/or alternatives. • Maintain strong relationships with customers and key stakeholders. • Identify critical issues and escalate when needed. • Log all customer interactions in approved platforms. • Collaborate with other team members in the testing of new releases. • Stay current with system information and maintain awareness of new and emerging healthcare technologies. • Ensure documentation is accurate and up to date. • Pass on any feedback or suggestions by customers to the appropriate internal team. • Identify and suggest possible improvements on procedures. • Identify trends in continuing hardware, software, or systems problems. • Cross train with second level support to assist as backup when needed. • Ensure proper use and protection of information assets by complying with the organization's information privacy and security policies to protect assets from unauthorized access and by reporting any security events or potential events or other security risks to the organization. • Other duties as assigned 		
POSITION REQUIREMENTS		
<ul style="list-style-type: none"> • Ability to develop an extensive working knowledge of the supported products and services. • Ability to communicate professionally by phone and email. • Excellent active listening skills • Ability to adapt to personality types and maintain customer focus. • Ability to multi-task, set priorities and manage time effectively. • Ability to cultivate positive working relationships with customers and coworkers. • Ability to effectively communicate technical information in non-technical terms. • Ability to effectively organize and maintain customer data. • Strong attention to detail • Strong planning, organization, analytical and troubleshooting skills. • Experience diagnosing problems with software products. • Proven ability to analyze and solve technical problems. • Ability to quickly learn new software, adapt to changing requirements and customer requests. • Advanced knowledge of various web browsers and using web-based applications. • Advanced knowledge of Microsoft Office products – Word, Excel, Outlook, PowerPoint • Working knowledge of fundamental operations of relevant software, hardware, and other equipment • Experience using a case management tracking application preferred (Salesforce experience a plus) • Knowledge and experience of customer service practices • Previous experience working in health care industry, specifically in IT, is a plus 		
EDUCATION/CERTIFICATION REQUIREMENTS		
<ul style="list-style-type: none"> • Associates Degree or equivalent work experience is required 		
OTHER INFORMATION		
Salary range: \$40,000-\$50,000		
APPROVED BY R. Bischoff, Director EPMO & Customer Experience		DATE POSTED March 9, 2021

Disclaimer: Nothing in this job description restricts the company's right to assign responsibilities to this job at any time as critical features of this job are subject to change any time.