

## Technical Support Analyst

AllMeds has an immediate opening for a Technical Support Analyst. To apply for the position please email Debbie Cook a summary of your qualifications. All applicants will be considered that are submitted by COB Friday, November 18, 2016 (no exceptions).

**Duties:** This position will be responsible for

- Researching and resolving Level 2/3 support cases we receive from our clients via our trouble ticket system. This applies to our EMR and Practice management software
- Documenting case progress and resolutions
- Working with other departments and team members regarding client issues
- Communicating with clients via email and phone regarding their cases
- Working with local IT support when needed to resolve client software and peripheral issues
- Periodic after hours on call

**Skills:**

- Good written and verbal skills with a proven ability to work with clients to resolve problems
- Good problem solving skills and a logical approach to troubleshooting
- Basic understanding of large relational databases
- Demonstrated ability to write simple SQL scripts (queries and updates) to run on a Microsoft SQL Server database
- Ability to troubleshoot basic hardware/network issues
- Working knowledge of Windows Server 2008R2, Windows Server 2012, Windows 10
- 2+ years in a technical support role.

All applicants will be considered that are submitted by COB DEADLINE (no exceptions).

Submit Resume to

[dcook@allmeds.com](mailto:dcook@allmeds.com)

