

Level 2 Technical Software Application Support Analyst

THE POSITION

The position provides technical applications support to customers including answering complex questions on the functions and usage of the products. The individual will investigate, manage, track and close client support issues, specifically related to the application and database and functions of the products. The individual will also be responsible for providing training to customers, supporting user forums and contributing to the knowledge base. The individual will serve as the primary support liaison between the company and customer.

About Med e-care

Med e-care Healthcare Solutions is a Toronto-based software development company that serves hundreds of health care facilities, across Canada and internationally, providing administrative and clinical software solutions, as well as consulting services. Founded in 2000, MED e-care has grown to be the leading health care solutions provider in Canada.

Responsibilities Include:

- Strong Knowledge of HL7 messaging and other interfacing messaging.
- Strong Knowledge of existing pharmacy interfaces such as Kroll, Telus ProPharm, Medisystems and Nexxys
- A very strong working knowledge of operations and workflow for all departments in nursing facilities, long term care facilities, retirement facilities and hospitals
- Communicate electronically with Clients experiencing difficulties to determine and document problems experienced
- Consult user guides, technical manuals and other documents to research and implement solutions
- Resolves clients' application questions or problems in the areas of database, product functionality and business enhancement
- Modify and change data related problems from the database (Access and SQL Server) which are causing front end user issues
- Emulate or reproduce technical problems encountered by users
- Working knowledge of our ticketing system - Zendesk
- Provide advice and training to users in response to identified difficulties
- Create development "bug" reports, FAQ's and knowledge base articles as appropriate
- Keeps customers informed of how and when problems are resolved
- Involvement in additional follow up testing and troubleshooting
- Modify and diffuse client problems through effective listening skills, positive action, information gathering and/or ticket escalation
- Prioritize, balance, multi task competing issues with deference to urgency, length of outstanding time and political sensitivity
- Promote and maintain a high quality, professional, service oriented company image among users