



Level II Support Analyst

Job Description

Streamline Health is currently seeking a Level II Support Analyst. The Level II Support Analyst serves as the customer's primary point of contact for all communication and provides support for Streamline Health's enterprise workflow and document management solutions. The prime directive of the Level II Support Analyst is customer satisfaction. This individual works closely with system administrators, supervisors, and technical staff at the customer site as well as other Streamline Health support staff to provide successful and timely resolution of support issues. The Level II Support Analyst is responsible for the proper troubleshooting, escalation, and documentation of all customer issues, requests, questions, and concerns. This individual maintains ownership of these items from start to finish and is required to provide timely and high quality status updates to customer. The Level II Support Analyst is required to follow documented support processes and procedures and must demonstrate a commitment to customer service in all situations.

Job Requirements

Candidates must possess the following non-technical skills:

- A strong commitment to customer satisfaction at all levels
- Excellent customer service skills
- Commitment to teamwork
- Excellent written and verbal communication skills
- Excellent organizational skills
- Excellent dependability and work ethic
- Ability to multitask in a fast paced environment
- Availability to provide after-hours support on a scheduled/non-scheduled basis
- All applicants must be authorized to work in the United States
- Must live within 1 hr of Streamline Health corporate office.
- Willingness to travel 10%

Candidates must possess the following technical skills:

- A strong desire to learn and gain in-depth knowledge of all Streamline Health solutions.
- 2+ years technical support and/or customer service experience
- Excellent troubleshooting skills
- Experience in the healthcare field with healthcare applications preferred
- Understanding of Microsoft operating systems (MCSA or MCSE preferred)
- Knowledge of Microsoft Office applications for everyday usage
- Experience with scanners and barcode recognition technology preferred
- Experience with networking technologies
- Knowledge of PL/SQL preferred for reporting and maintenance duties
- An undergraduate degree in Computer Science/Software Engineering or related field is preferred