



## **Job Profile for Technical Consultant**

One of the fundamental principles of the Streamline Health (STRM) culture is that we will achieve consistent results through practicing our principles of teamwork. True teamwork requires that all team members recognize the importance of a positive attitude on individual as well as team performance and accept accountability for their actions.

The starting point for teamwork and accountability is clearly defined job responsibilities for all team members. It is then up to each team member to consistently deliver on those responsibilities. In a culture based on teamwork and accountability, all team members want to do their part for the success of the team, because they realize that anything less is unacceptable.

The mission of the STRM Implementation Services Team is to ensure the satisfaction of our clients in three primary areas:

- Implementation of the STRM solutions;
- Interface work;
- Resolution of client support issues in accordance with the STRM Support Services guidelines.

As a Technical Consultant, it is your responsibility to demonstrate a commitment to this mission at all times. You must set a positive example in all areas of your performance.

The purpose of this document is to clearly define your responsibilities as a Technical Consultant. If you have any questions on these responsibilities, please discuss the matter with your manager.

### **Primary Responsibilities:**

The Technical Consultant is responsible for installation of the hardware, third-party products and STRM applications and provides technical assistance and support during implementations.

1. Proactive support of the STRM Business Objectives
2. Proactive support of all STRM policies and procedures
3. Maintain an in-depth knowledge of Streamline Health products, as well as, 3<sup>rd</sup> party utilities and hardware used

4. Maintain an in-depth understanding of the integration among the various STRM applications
5. Help in development / feedback of installation documentation
6. Conduct pre-installation site review
7. Perform all system upgrades
8. Assist client IT staff on network and system infrastructure
9. Complete the Installation Acceptance Test (IAT)
10. Provide assistance during Customer Acceptance Testing (CAT)
11. Provide assistance during MOCK
12. Provide assistance during GoLives
13. Provide assistance for software deployment
14. Provide Windows Operating System and web-based assistance
15. Create Trip Reports for all client site visits
16. Work on special assignments dealing with IT infrastructure
17. Complete all required specification and environment sheets
18. Assist support team when required
19. Demonstrate teamwork by following STRM corporate and C&S department policies and procedures in a timely and professional manner
20. Demonstrate teamwork by following established Support Services policies and procedures
21. Practice Streamline Health's corporate culture
22. Maintain professionalism in all aspects of the position
23. Demonstrate dependability

Accountability...produces the expected results of the position, while showing proactive support of the SLH Mission and Culture, including our Principles of Effective Teamwork.

Proactive support of the SLH Objectives

1. Proactive support of all SLH policies, processes, and procedures, including, but not limited to:
  - a. Time reporting on the project
  - b. Streamline Health's Implementation Lifecycle
  - c. Sick and vacation requests and reporting

**Primary Qualifications:**

1. Ability to troubleshoot software installations and operating system issues.
2. MCSE preferred or comparable operating system and networking experience.
  - a. Minimum of 3-5 years of professional experience.
3. Professional integrity and transparency.
4. Proven teamwork skills.
5. Effective interpersonal skills.
6. Ability to remain calm in the face of adversity, while demonstrating appropriate resolve and focus.
7. Results (vs. activity) oriented.

8. In-depth knowledge of the SLH support processes and effective troubleshooting skills.
9. In-depth knowledge of the SLH applications.
10. In-depth knowledge of the critical phases in a successful development life cycle methodology.
11. General familiarity with all SLH departments to ensure that you are working effectively and cooperatively with them.
12. Effective verbal and written communication skills – Clear, Concise and Complete.
13. Good business judgment. Demonstrates the ability to work independently as well as both effectively and efficiently. Show leadership through excellent understanding and choosing the right direction. Makes rational decisions based on what is needed or right and not which is necessarily faster or easiest.
14. Strong work ethic. Demonstrates a commitment to quality and excellence for the customer and the company.
15. Professionalism in all aspects of the position. Demonstrates a clear and consistent dedication to improving and promoting process and excellent, positive working relationships internal and external to immediate work group.
16. Effective Presentation Skills. Demonstrates the ability to convey ideas and concepts to others in a positive and effective manner.
17. Dependability. Demonstrates consistency in all aspects of their approach to work.
18. Ability to multitask. Demonstrates the ability to handle multiple, concurrent assignments/projects. Seeks to understand their relevance and relative importance in order to prioritize effectively.
19. Willingness to travel an estimated 50% to 60% of the time (may exceed during normal project timeframes).
20. Located in the SLH's Corporate Office is a plus.