

Implementation and Technical Support Specialist (ITSS)

Department(s): Client Services
Reports to: Manager, Client Services

Qualifications required:

- Strong working knowledge of MS Server technologies (MSSQL, MS Windows Server)
- Project implementation experience would be an asset
- Understanding of interface processes, both in batch format and HL7
- CHIM certified would be a definite asset.
- Demonstrated competence in Microsoft Office Suite applications, specifically MS Word, Excel, Outlook Exchange and CRM.
- Intermediate level working knowledge of PC file structures and networks.
- Demonstrated ability to maintain positive interpersonal relationships with co-workers
- Above-average organizational skills
- Pleasant and helpful telephone manner.
- Knowledge of privacy and personal health information legislation.
- Demonstrated ability to quickly adapt to a fluctuating workload and prioritize accordingly.

Job Summary:

As part of the Client Services Team the ITSS is responsible for coordinating implementations and maintaining project status documentation along with regular client support activities. Following established procedures and using internal call tracking tools and resources, client communications relating to implementations, technical issues or other problems/queries are documented.

Summary of essential Job functions:

- Co-ordinate all aspects of a client installation of MED2020 software product(s)
- Liaise with Development to ensure interface requirements for client sites are being met.
- Handle Installation and Training Request forms from start of implementation through to request for invoicing.
- Maintain implementation project/status reports
- Provide technical and regular support services to the Client Services team
- Provide support for the ASP/VCT colleges
- Maintain current product knowledge.
- Document client contacts in designated call and ticket tracking applications
- Contribute to client documentation development and updates.
- Participate in special projects and teams as assigned.
- Participate in product testing as required
- Other duties as assigned by your Manager
- Will comply with all MED2020 policies and procedures
- Maintain confidentiality with all Personal Health Information.

Note: This Job Description does not constitute an employment agreement and is subject to change at any time by the employer.