

Application Analyst, L1

Job Purpose

To improve the IT operations of Intrahealth by assisting the organisation to improve continuously.

Job Description

Troubleshoot issues and answer queries for electronic medical record software, assisting both MOA`s and Doctor`s over the phone with the software and ensure proper documentation of all issues are tracked, worked on and resolved.

Relationships

Reports to a Supervisor, Small / Medium Support Services.

Functional Duties and Responsibilities

- Ticket each issue/query with proper documentation and notes
- Answer the phone and emails in a prompt/efficient manner
- Follow proper escalation procedure for issues
- Troubleshoot all issues that occur

Qualifications

- Technical Diploma OR relevant experience (helpdesk/technical support experience)

Skills and Personal Attributes

- Ability to work multiple shifts 7 days a week from 6 a.m. to 12 a.m.
- Troubleshooting/Logical thinking skills
- Ability to follow company guidelines
- Able to adapt to new situations
- Technical Diploma OR relevant experience (helpdesk/technical support experience)
- Experience with all operating systems and associated software
- Work under pressure and at times high call volume
- Detail-orientated
- Understands how and when to make decisions and how and when to escalate issues
- Resourcefulness and problem-solving aptitude
- Strong collaborative