

Support Analyst

Are you a computer savvy kind of person who is as comfortable troubleshooting software issues as you are answering phone support calls? Can you easily test and document a complex technical software bug, and then put it into and easy-to-understand terms for the most untechnical of clients? Are you someone who thoroughly enjoys solving challenging problems and documenting everything as you investigate? Then we want to meet you!

Intrahealth Canada Ltd. is a Medical Software company based in North Vancouver supplying leading-edge integrated solutions to the global healthcare market. Our core software products, including our Electronic Medical Record (EMR) software, are in extensive use in three Canadian provinces as well as Australia and New Zealand.

We are growing, and looking for another Support Analyst to expand our close-knit and experienced Support Services call center team. In this role, your technical skill and dedication to providing a great customer experience will positively impact the ability of our clients to improve patient care through technology.

Position: Support Analyst

Location: North Vancouver, BC

Reports to: Manager of Support Services

Intrahealth is committed to its customers and providing responsive customer support through a number of access channels including:

- Toll-free 24 x7 support line (all support staff are located in North Vancouver, BC)
- Dedicated support email
- Remote access
- Resources accessible through our Self Service Centre
- Post implementation training and up skilling services

Our aim is to ensure our clients have the support and knowledge required to maximize the benefits of our software. We recognize the power of knowledge and offer a comprehensive support package to optimize the productivity of our clients' organization.

Role Description:

To troubleshoot issues and answer queries for electronic medical record software. Assist both MOA's and Doctors over the phone with the software and ensure proper documentation of all issues are tracked into our ticketing system, worked on and resolved.

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.

Requirements:

- 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

Please keep in mind this is an Entry-level position with advancement opportunities for individuals with demonstrated talents.

To apply for this position, please visit the Intrahealth website Careers page and submit an application. Please include a resume, and a cover page with salary expectation.

<http://intrahealth.ca/careers/>

All received resumes will be reviewed. Please ensure your phone number and email is on your resume and the position you are applying for is stated clearly in your cover letter. Thank you.