

System Support Analyst

Are you a technical generalist who is just as comfortable troubleshooting complex software issues as you are writing documentation? Can you easily translate a software issue into both a detailed technical specification for a developer and easy-to-understand terms for the most technophobic customer? Do you love learning new things and sharing your knowledge with others? Are you someone who thoroughly enjoys solving challenging problems and ruthlessly eliminating “undocumented features” (software bugs)? If so, we’d love 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’re growing, and are looking for another System Support Analyst to expand our close-knit and experienced Product Services/System Support Analyst team.

Position: System Support Analyst

Location: North Vancouver, BC

Reports to: Manager of Product and Support Services

Remuneration Guide: TBD

Role Description:

This is a varied and challenging role requiring a flexible and talented candidate who enjoys tackling new and different tasks on a regular basis. You’ll have the opportunity to wear an entire wardrobe full of “hats” due to the nature of our team: software/technical/requirements analyst, documentation writer, customer relationship manager, IT support, customer service, and analyst on a range of special projects. A standard day might include several different tasks such as performing software upgrades on one of our data centers, explaining the logic behind how lab results are assigned to our Service Desk or a non-technical physician user, documenting a complex software bug for our development team, or helping an end user configure their software to meet their business needs. In this role, your technical skill and dedication to providing a great customer experience will help our international clients improve patient care through technology.

Responsibilities:

- Analysis and escalation of software issues raised by the L1 Service Desk, Implementation & Education team, Enterprise Clients, and Management
- Become a companywide expert resource for all Intrahealth software offerings – then share your knowledge!
- Clearly and accurately document software bugs and changes
- Analyze the needs of our varied health authority and physician office clients, then help adapt and configure our software to meet their business requirements
- Evaluate and prioritize incoming issues for severity and business impact, with immediate resolution of potentially high priority/severity problems
- Perform regression and functionality-specific testing of our software products
- Create component solutions for clients including templates, forms and macros
- Handle various Data Management tasks including importing and exporting of customer data and analysis of data importation
- Monitor and maintain installed systems on Intrahealth Data Centers
- Manage upgrades and other customer project deliverables
- Develop internal and customer-facing documentation
- Contribute to the software, enhancement, change and release management processes
- Work cooperatively with cross-functional teams for special projects as assigned

Requirements:

- Positive attitude, approachable demeanor, and the ability to build and maintain relationships with both internal staff and customers
- Ability and desire to quickly learn new technical skills, software products and processes
- Strong understanding of technical concepts and requirements, and the ability to translate these into messaging easily understood by non-technical end users
- Degree in a technical field such as Computer Science, Information Technology, MIS or an equivalent level of technical knowledge
- Min. 1 year experience in a technical analyst role involving software support
- Excellent written, oral and presentation skills
- Demonstrated skill in time management and task prioritization
- Intermediate to advanced general hardware and software knowledge
- Must be able to work shift work including evenings and (occasional) weekends, including some overnight on-call support and scheduled upgrade shifts
- Ability to compose SQL queries, knowledge of programming logic and syntax, networking knowledge, or familiarity with a scripting language (such as VBScript) would be assets but are not required



To apply for this position, please visit the Intrahealth website and apply **on or before Friday September 15th 2017**:

<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.