



JOB TITLE: Tech Services Specialist - Level I
COMPANY: eHealth Technologies

Company Description:

Founded in 2006, eHealth Technologies is the industry-leading provider of clinically informed referral services. We serve more than half of the nation's top 100 hospitals, including 15 of the top 20 *U.S. News & World Report* Honor Roll Hospitals for 2017-2018, and leading health information exchanges (HIEs) across the United States. The company's eHealth Connect[®] solution enhances patient and physician satisfaction by streamlining referrals and intelligently aggregating patients' clinical records. This ensures that physicians have the right healthcare information to care for their patients, right when they need it. As a critical adjunct to HIEs, eHealth Connect[®] Image Exchange enables the automated access to all types of medical images in the context of the aggregated patient record, in full diagnostic quality, and supports the ability of providers to meet Meaningful Use Stage 2 requirements. For more information, visit www.eHealthTechnologies.com. Connect with us [@eHealthtec](https://twitter.com/eHealthtec), [Facebook](https://www.facebook.com/eHealthTechnologies) and [LinkedIn](https://www.linkedin.com/company/ehealthtechnologies).

Career Opportunity Description:

The Tech Services Specialist will be responsible for monitoring, triaging, analyzing, troubleshooting, remediating, escalating, and driving help desk tickets to completion. This role requires excellent organizational skills and the ability to handle multiple tickets from both internal and external customers. The ability to follow through on all assigned actions in a timely fashion is critical. The person will work in a dynamic, fast paced, team-oriented work environment that is guided by and upholds company core values.

Primary Responsibilities:

1. Monitors and handles all assigned support requests, incidents, issues, tickets, and data remediation, to ensure flawless and quality delivery of services to customers.
 - a. Performs customer facing application support, desk side support, remote support and after hours' phone support.
 - b. Escalates incidents when required to the appropriate next level support personnel.
 - c. Utilize and maintain the helpdesk ticketing software.

2. Actively participates in the success of the team, and suggests process improvements to ensure effective and efficient support.
 - a. Attends, and is an active participant in daily recap sessions to prioritize work and communicate task status.
 - b. Schedules remediation in accordance with the priorities assigned.
 - c. Develops and maintains relationships with technical staff and customers.
 - d. Follow up with customers, provide feedback and see problems through to resolution.
 - e. Ability to communicate technical information, both verbal and written, to a wide range of end-users.



3. Assists with management, maintenance, and troubleshooting of the production environment.
 - a. Windows 7, 8.1, and 10 PC's and Laptops
 - b. Mac OS X Snow Leopard, El Capitan, Sierra MacBooks
 - c. Tablets, iPads, and Portable Electronic Devices
 - d. Network Printers, Copiers, Scanners, and Fax Machines
 - e. Projectors
 - f. VOIP Phone Systems
 - g. Microsoft Office / Office 365
 - h. Microsoft Exchange
 - i. Network Connectivity - Ethernet, Internet, TCP/IP, and VPN
 - j. Knowledge of File Servers & Network Shares
4. Provides first level contact for Tier 2 and Tier 3 deskside, phone, remote, and e-mail support for eHealth Technologies internal and external customers.
5. Demonstrates the ability to effectively communicate verbally and in writing with the team, management, and customers.
6. Creates documentation and follows how-to and knowledge based articles to aid in effective customer support.
7. Works in a DevOps capacity to assist in application configuration, infrastructure readiness, and support.
8. With appropriate training, provides Tier 1 support for HL7 and DICOM issues, troubleshooting and escalates to next level support.
9. Install, test, and configure new workstations, peripheral equipment, and software.
 - a. Manage PC setup and deployment for new employees using standard hardware images, and software.
10. Creates employee & visitor badges, and administers building access rights per eHealth Technologies policies and procedures.

Knowledge and Skill Requirements

1. High School Diploma or GED required. College Degree preferred.
2. Two years equivalent work experience in a position responsible for supporting, maintaining, and troubleshooting desktop computers as well as exposure to Windows Server Support or equivalent degree/certifications.
3. Knowledge of Windows 7/8/10, Microsoft Remote Server Administration Tools, Microsoft Active Directory, Print Management, Remote Desktop Connections, Confluence, and MacOS.
4. Understanding of network administration and Active Directory Users and Computers.
5. Experience with PC automation scripts (PowerShell or similar) preferred.



6. Knowledge of office VOIP phone systems a plus (Cisco).
7. Experience installing, configuring, and maintaining all manners of PC and computer hardware.
8. Exhibits objectivity and openness to others' views as well as gives and welcomes feedback.
9. Carefully evaluates alternative risks and solutions before taking action so that action plans are timely, realistic, and are completed within potentially strict time constraints.
10. Ability to collaborate within a team oriented DevOps environment.
11. Excellent attention to detail and organizational skills.
12. Own incidents and problems and work to get to detailed root cause analysis and suggest workarounds and/or solutions for recurring issues.
13. "Can do" attitude that can identify problems, take ownership, and provide solutions.
14. Knowledge of Healthcare operations, HIPAA, and Hi-Tech policies a plus.

Key Relationships

1. Directly supervised by Tech Services Manager.
2. Interacts regularly with eHealth Technologies staff, customers, vendors, and contractors.

Essential Functions:

1. Physical Requirements: Extended periods of time sitting, standing, typing and writing.
2. Must be able to lift and carry 30lbs over 30 feet.
3. Mental Requirements include: General, Visual, Problem Solving and Analytical skills.

Work Conditions

1. On-call availability during the week with occasional weekend work.
2. Training Shift (4 weeks) 9:30 am to 6:30pm. Regular 10:30 am to 7:30 pm Monday through Friday.
3. Work requires willingness to occasionally work a flexible schedule or be on call for rotating weekend shifts.

eHealth Global Technologies, Inc. is an Equal Opportunity Employer