Position: Application Support Specialist

Essential Responsibilities:

- Facilitate positive proactive working relationships with customers and internal resources.
- Provides technical support to customers, answering complex questions on function and usage of product via the telephone and/or Internet.
- Serves as primary liaison between company and client. May travel to client sites on occasion.
- Demonstrate superior customer service as measured by our customers.
- Work on our product's monitoring tools and provide a status report on a regular base.
- Perform QA functions for any issue resolution from support calls.
- Create datasets to analyze and recreate issues reported by customers.
- Diagnose the reported issue from customers if it is a change or a bug then communicate issues to the analyst, development staff, or sales consultant appropriately.
- Track and thoroughly document all customer issues in our ticketing system.
- Conveys customer feedback to product development staff. Possesses thorough knowledge of company's products used by customers. Operates under moderate supervision.
- Keeps customer informed of how and when issues are resolved
- Involved in any additional follow up, testing and troubleshooting
- Responsible for appropriate referral to other departments and quality assurance areas
- Installation and implementation of software, and assuring client timelines and requirements are met.
- Work with IT Help Desk and Network Operations staff to determine and resolve client problems relating to software configuration.
- Evaluating and thoroughly testing the software before Go-Live.
- Provide onsite support on application Go-Live
- Conduct onsite training session to ensure clients are able to fully utilize full functionality of the software.
- Performing upgrades to ensure software stability.
- Collaborating with vendor support services to resolve technical problems.
- Following the company rules and regulations while implementing projects as per the documented agreements and policies of the same.
- Maintain professional image at all time to clients
- Ability to present ideas in a manner appropriate for the intended audience (technical and/or business) both in-person and over virtual communication.
- Attend integration meetings with other parties to understand integration requirements, create technical specification and interface requirements, and write functional & technical design documentation.
- Design and develop system-to-system integration interfaces, data flows, APIs, plugins and middleware.

Skills & Requirements

- Bachelor's Degree in Computer Science or equivalent degree preferred
- Must have 4+ years hands-on development experience in .Net development environment.
- Exceptional customer relationship skills, technical troubleshooting skills, team-focused, detail-oriented, efficient organization.
- Understanding of the software development lifecycle (SDLC) as you will be interacting with various developers, analysts and project managers.
- Experience of SQL programming (preferably MS SQL Server).
- Excellent written and oral communication skills.
- Excellent command of English with analytical and problem-solving.

Desired Competencies:

- Healthcare Industry
- Recent customer service experience
- Possesses strong attention to detail, time management skills and the ability to multitask in a fast paced, demanding environment.
- Efficient with Mobility technics.