

<b>Job Title:</b>	<b>Customer Support Specialist</b>	<b>Travel Required:</b>	Less than 10%
<b>Department/Group:</b>	IT / Technical	<b>Position Type:</b>	Full-time
<b>Location:</b>	Grand Rapids	<b>Salary Range:</b>	
<b>Will Train Applicant(s):</b>	Yes		
<b>Reports to Director of Customer Service</b>			
<b>Job Description</b>			
<p><b>Job Purpose:</b></p> <p>Software support for a web-based clinical/healthcare application. Serves customers by providing product and service information and resolving product and service problems through Tier I support.</p> <p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• General: <ul style="list-style-type: none"> <li>○ Tier I support of application functionality and problem solving. Customer staff/users include (but not limited to) Operating room nurses and technicians, Materials Management, and IT/IS personnel.</li> <li>○ Tier I support of application integrations/interfaces.</li> <li>○ Documentation/administration of support tool - FreshDesk</li> <li>○ Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.</li> <li>○ Recommends potential products or services to management by collecting customer information and analyzing customer needs.</li> <li>○ Contributes to team effort by accomplishing related results as needed.</li> </ul> </li> <li>• Tier 1 and Tier 2 hardware and software support – Phone and email <ul style="list-style-type: none"> <li>○ After-hours support in a limited quantity (5pm – 8pm ET)</li> </ul> </li> <li>• Validating hardware for use with the software</li> <li>• Assisting with Data Import and various tasks for Training &amp; Implementation team</li> </ul> <p><b>Desired Skills/Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Clinical / Healthcare IT experience or knowledge a plus</li> <li>• Experience with software support in a dynamic work environment preferred</li> <li>• Proven and methodical problem solving abilities</li> <li>• Excellent customer service/communication skills</li> <li>• Strong skills in the use of the MS Office Suite (particularly Excel)</li> <li>• General technical knowledge of PCs, Peripherals and Software</li> </ul>			



- A strong focus on quality
- Solid written and verbal communication
- The ability to work independently
- The ability to multi-task

**Additional information:**

- Paid healthcare/life insurance benefits
- Flex-time work options
- Bonus opportunities