# Tier II Customer Support Specialist Job Description

The Tier II Customer Support Specialist at HiMS will respond to higher level CS Solutions Center tickets to support customer end users as well as troubleshooting and addressing Tier II requests on a daily basis.

## Essential Duties and Responsibilities

- Streamline business operations by modifying and creating new processes and procedures
- Develop support and training tools that increase software usability
- Resolve incidents posted in Axiom’s Solution Center
- Continually and proactively work toward improving the HiMS implementation experience for customers, colleagues and company
- The Tier II staff will be required to be on Zoom calls with customers to troubleshoot complex problems with our EHR Software
- You will need to be able to determine if the issue is computer, network, software or browser related
- Work on data analytics for customer dashboards
- Regression test our software environment through both manual and automated testing procedures
- Work with our development team both in the U.S. and internationally
- Train and support our Tier 1 Support team on processes, tickets and customer service
- Second level support for more complex customer requests
- Focus on providing full resolution on first encounter
- Be comfortable with a performance-based metric style environment
- Stay up-to-date on new HiMS products and services
- Collaborate with leadership, business development and product development teams regarding customer trends
- Engage with HiMS leadership on a regular basis to recommend advanced solutions to reduce the number of customer submissions based on current trends
- Have an understanding of troubleshooting complex tasks

## Skills, Knowledge, Ability, Experience

- Excellent verbal and written communication skills
- Excellent working knowledge of tech applications and testing protocols, including;
  - Microsoft Teams or Slack
  - Infinity
  - Ticketing systems such as Jira, Zoho, Salesforce
  - Spreadsheets
  - Development software such as Devops or Bug Tracker
  - Microsoft Flow
  - Testing software such as Cypress, Ranorex or Selenium
- Critical thinking and problem-solving abilities
- Attention to detail, deadlines and a desire to “get it done”
- Experience with performance-based metrics system
• Be knowledgeable in Solution Center case management systems

Other Job Requirements

• Valid Arizona driver’s license, satisfactory driving record and reliable transportation
• Some travel required.

Education and Training

• One to three years’ experience with Electronic Health Records
• (Preferred) Bachelor of Science degree in computer science, Management Information Systems, Information Technology, Systems Administration
• Three to five years in a customer support role (Technical or Customer Service Support)
• Knowledge of IT functional areas and responsibilities

Salary Range

• $50,000 - $62,500 DOE

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.

HiMS is an Equal Opportunity Employer

Nothing in this job description should be construed as a contract, either implied or written, or a guarantee of continued employment as the employment relationship may be terminated at any time, for any reason, by you or HiMS.

By signing this job description, I acknowledge that I meet the minimum qualifications and requirements and am able to perform all responsibilities listed.

Employee Name (Print) _______________________________________

Employee Signature _________________________________________  Date _____________________