

Date Posted: 10/12/11
Period of Employment: Post-Graduate
Pay Type: Paid

Brought to You By:
Opportunity Type: Job
Job Status: Full-Time



Interview Schedules

This job does not currently have an interview schedule attached to it.

Description & Details

Location:
Westborough, Massachusetts

Industry:
Healthcare - Other, Technology - Information Systems, Technology - Internet/E-commerce,
Technology - Software

Job Function:
Customer Service, Database Management

Description:
This position is responsible for efficient, accurate and a friendly approach to deliver support services to eClinicalWorks customers.

Job Functions /Responsibilities:

- Respond to all Accounts via telephone or the web
- Meet SLAs
- Manage relationships with customers
- Maintain excellent customer satisfaction level
- Work with cross-functional teams when required
- Find technical resolutions to unknown or new scenarios
- Keep up to date with all eCW products and their enhancements
- Other duties as assigned

Requirements:

- Master's degree or Bachelor's degree with 2 plus years of experience
- Experience with server side programming using VB / COM (preferred)
- Proficient with relational databases
- Experience with Java or .net (preferred)
- Experience with Internet Protocols, HTTP / HTTPS
- Experience with XML / XSL
- Experience with Linux and Windows operating systems
- Experience with Web Application Server(s)
- Understanding of N-Tier Architecture

- Knowledge of SQL Server 2005, 2008
- Knowledge of medical billing a plus
- Knowledge of EDI a plus
- Prior technical support experience a plus
- Prompt, responsive, responsible and friendly approach to customer situations

Other Skills / Abilities:

- Professional telephone manner
- Ability to balance multiple priorities
- Ability to handle difficult situations
- Excellent customer service orientation
- Strong analytical and problem solving skills
- Excellent attitude and spirit of cooperation
- Detailed oriented with strong interpersonal and communications skills.

Contact Information:

Tahshauna Williams | HR

2 Technology Drive

Westborough, Massachusetts 01581

Email: tahshauna.williams@eclinicalworks.com

Phone: (508) 475-0450 ext 10309

Fax: 5084753000

Alumnus: No