Position Title:	**Clinical Software Support Analyst**
Located:	**Portland, OR**
Reports to:	**Lead Customer Support Engineer**
Type:	**Fulltime - Employee**

Axis Clinical Software

Hospitals, Physicians and Quality Improvement professionals rely on our clinical outcomes management software to monitor and improve outcomes and quality of care. Our solutions address clinical quality and performance improvement, as well as national reporting for hospitals and hospital systems. Our mission: "To improve outcomes and the quality of care through innovative software, making clinical data meaningful and actionable."

Position Overview

We are seeking a Software Support Technician to join our team supporting clinical and technical staff in the use and success of our software. Candidates will be trained on our software applications and support technology to help our customers with using our software, troubleshooting, training inquiries, software installation and updates. Responsibilities will include responding to customer support calls and emails, analyzing issues and assisting with software delivery and installation.

Essential Job Functions:

- Provide clear and accurate telephone and email support in a timely and professional manner.
- Carefully document software issues, defects, service requests, actions performed and resolutions in our Help Desk ticketing software.
- Analyze error messages and troubleshoot software problems as reported by customers.
- Follow up on open issues in a timely manner consistent with established SLAs.
- Assist with software installation and upgrades.
- Perform technical implementation and project assignments.
- Provide unit testing of software patch files.
- Perform other tasks as assigned by management.
- Be punctual, reliable, self-motivated, and courteous.

Qualifications and Skills:

- Minimum of 5 years' experience delivering end user software support.
- Must possess excellent oral and written communication skills.
- Knowledge of Windows Server OS, virtual servers, cloud and windows-based systems is desired.
- Experience with remote access tools such as VPN, CITRIX SSL, RDP, VNC and WebEx is highly desirable.
- Knowledge of system integration, interoperability, and system interfaces.
- Experience with help desk ticketing and resolution software.
- Experience with health care and/or database software is highly desirable.
- Associate or bachelor's degree in a computer related field.

Work Conditions:

- This is a non-exempt position.
- Hours are Monday - Friday, 7:00 - 4:00 with one hour for lunch from 11:00 - 12:00.
- Occasionally, an alternate shift from 8:00 - 5:00 is required.
- Work is remotely or in our office.

Benefits:

- Competitive salary

- Company paid comprehensive Health, Dental and Vision Insurance
- Paid time off plus paid holidays
- We promote a work/life balance with a positive working environment
- Simplified Employee Pension (SEP) Plan with a Flexible Spending Account (tax advantaged financial account)

Please send resume with cover letter to HR@axisclinical.com.