Technical Specialist, Client Support I – (Horsham, PA)

NextGen Healthcare has a legacy of building software that improves patient care and reduces healthcare costs. Now, we’re bringing the best of the cloud, social media and mobile to healthcare. Come build the future with us! Please visit our website at: www.nextgen.com.

Job Summary:
Responsible for providing support to clients utilizing a less broad but deeper product skillset. The knowledge focus for this position is developing depth in one specific product area. This role balances numerous priorities across escalation channels, including email, instant messaging and in-person requests.

Job Responsibilities:

- Responds to customer product inquiries via telephone or in written internet-based email or chat sessions.
- Respond quickly to requests for assistance in specialty areas via all standard channels. Assistance may include in-depth troubleshooting, creation of custom solutions, documenting software defects, and providing instruction to the customer.
- Work performed must be fully documented.
- Resolves customer concerns raised during installation, operation, maintenance or product application or compatibility matters.
- Interpersonal skills and technical product knowledge and

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- Expertise are critical to responding to daily customer-centric activities.
- Author and approve knowledge articles, which are utilized by customers and internal staff to resolve problems that have been previously solved by the support organization.
- Documents customer information and recurring technical issues to support product quality programs and product development.
- Appropriately manage and handle support cases. This includes phone etiquette, proper documentation, fully managed case SLAs and alignment with team performance expectations.
- Work directly on issues at manager’s direction which are suited for the skillset or to provide elasticity to coworkers when needed.

**Required Qualifications:**

- 1 plus years of experience in Customer services, software related business or similar experience
- Bachelor’s Degree (four-year college or technical school): or Work Equivalent
- Broad technology background, which may include: SQL administration or T-SQL development, Active Directory, performance tuning, virtualization, novice scripting or programming experience, hardware maintenance, proprietary software troubleshooting, and data analysis, among others.
**Desired Qualifications:**

- Knowledge of practices, tools, and techniques for communicating with a customer.
- Knowledge of software, technologies and applications which allow people to interact with computers via a telephone, web or other electronic means.
- Knowledge and understanding of marketplace experience, developments and trends related to the Customer Call Center or Support function.
- This position is versatile and requires fast context-switching.
- The job is a best fit for someone who finds enjoyment out of quickly responding to people in-need and helping them to discover (or develop) solutions to oftentimes complex problems.
- The position absolutely requires someone who can learn quickly and build their own toolbox of solutions and skills to provide value to our clients.

NextGen Healthcare believes in strength through diversity. We are an equal opportunity workplace and an affirmative action employer supporting Diversity, Disabled, and Protected Veterans. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, gender identity, disability or veteran status.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may
be made to help enable qualified individuals with disabilities to perform the essential functions.

Because NextGen Healthcare believes in providing a safe work environment, we conduct background checks as part of our hiring processes.