EQUALITY HEALTH

Position Title: Production Support Analyst
Reports To: Manager, Production Support
Division: Health BI
Department: Production Support
Classification: Exempt

Position Summary:

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust.

The Production Support Analyst is primarily responsible for level two support of Health BI software applications. This individual performs tasks related to identifying and troubleshooting software application issues, and issue escalation and resolution. This individual partners with Development and Operations teams in management communication and client relationship management.

Responsibilities:

- Monitor process and software changes that impact production support; identify production support issues and communicate them to the production support or project teams
- Prioritize workload, providing timely and accurate communication and resolution
- Perform production support activities involving issue assignment, analysis and resolution within specified service level agreements
- Provide daily support of escalated ticket resolution; serve as a liaison to business and technical leads to ensure issues are resolved in timely manner
- Participate in regular knowledge transfer to ensure two-way comprehension products and domain
- Recommend solutions to complex issues by doing a thorough analysis of root cause and impact of the defect
- Listen and respond to customer requests, questions and concerns; explain or provide information about products, services and procedures
- Participate in meetings and presentations to share ideas and findings, and to gather critical information from various stakeholders
- Regularly document findings, meeting notes, and record details of customer contacts and actions taken into respective database; maintain and update customer records
- Utilize company policies, procedures and professional judgement to determine if there can be an immediate resolution to a customer issue or if the issue requires managerial input
- Maintain and improve quality results by adhering to standards and guidelines; proactively recommend improved procedures
- Represent the Production Support team on company-wide project teams
- Maintain product and industry knowledge by studying new product descriptions, attending required training, and participating in educational opportunities

Required Knowledge, Education & Experience:

- Associate's degree in Computer Science or a related field of study; or, an equivalent combination of education and/or experience
- Minimum two (2) years of experience in a directly related position; experience must include responsibility for interpreting and communicating complex technical or product information
- Proficiency with Microsoft Office applications and Internet/Intranet resources
- Strong data entry skills and able to move comfortably and quickly through multiple applications and windows
- Demonstrated experience providing superior customer service with a high level of effectiveness
- Demonstrated ability to create positive interactions with customers and maintain composure and professionalism, especially when interacting with frustrated or displeased customers

Highly Preferred Skills, Abilities & Qualifications:

- Previous experience in a healthcare technology organization
- Experience using JIRA Service Desk and/or WebEx
- Strong verbal, written and interpersonal communication skills
- Strong problem-solving skills, including the ability to systematically analyze problems, draw relevant conclusions and devise appropriate courses of action
- Able to convey complex or technical information in a manner that others can understand, and able to understand and interpret complex information from others