

Technical Support Consultant

Responsibilities:

- Perform as the main focal point to the customer for complete issue management (resolution and communication)
- Research and troubleshoot all system issues and failures varying from data loading, error messages, EMPI connectivity and security.
- Work closely with the Product engineering group for escalated issues resolution
- Generate and run queries on the Database for issues investigation
- Perform periodic system health monitoring.
- Troubleshoot system vocabulary and dictionaries/tables issues.
- Support dbMotion software upgrades in combination with the customer's personnel.
- Issue various reports based on SQL data repository
- Interact with customers to help troubleshoot and resolve highly complex product problems or issues.
- Diagnose and resolve complex customer questions or problems over the telephone/Internet in the areas of system configurations/setup, product functionality, and bugs/enhancements.
- Track and document inbound support requests and ensure proper notation of customer problems or issues.
- Document problems and solutions to train lower-level support on how to properly address customer or product problems.
- Communicate with product development department to improve on current design or to identify possible problems with design.

Requirements:

- Proven experience with SQL server

Advantage:

- Typically requires 2 - 3 years of experience with healthcare products in a support, development or consultancy environment, of which at least 1 year of experience is in developing or supporting the assigned products and a demonstrated competence in functional or technical components of the assigned products
- Extensive knowledge in HL7 and CCD interfaces

Qualifications:

Academic and Professional Qualifications:

- Bachelor's Degree in computer science/IT or relevant work experience

- At least 1 Professional/Technical certification obtained and maintained

Working Arrangements:

- Able and willing to work on 'shifts' or to be on an 'after hours' beeper rotation
- Work is performed in a standard office environment with minimal exposure to health or safety hazards.

General Information:

- Full time positions- Hours required to complete projects/assignments
- Location: Technology Center – Beer Sheva

To Apply please send your C.V to: jobs@dbmotion.com-
*Be sure the file is in **PDF** format or with file extension **docx**.