



Service Desk Agent

You can make a difference in the lives of millions of people by being part of an organization that's helping improve health care in Colorado! CORHIO offers a fast-paced and collaborative environment in which you will expand your skills among colleagues that value your expertise, energy and willingness to tackle new projects.

Overview:

The Service Desk Agent responds for request for technical assistance from Health Information Exchange (HIE) participants. This role also diagnoses and works to resolve issues with other team members and third party providers. This position reports to the Director of Service Delivery.

Job responsibilities and credentials include the following:

JOB RESPONSIBILITIES

- Respond to requests for technical assistance in person, via phone, email, or electronically
- Diagnose and resolve non-technical and technical software issues
- Work with third party providers to troubleshoot, diagnose, and resolve/repair software issues
- Coordinate lab and rad result test catalogues with Sending facilities
- Research questions using available information resources
- Advise user on appropriate action
- Follow standard help desk procedures
- Log all help desk interactions
- Monitor call queue, call backlog, and open calls
- Administer help desk software
- Develop or update training and help desk documentation
- Redirect problems to appropriate resources
- Identify and escalate situations requiring urgent attention
- Track and route problems and requests and document resolutions
- Monitor logs, systems or accounts and produce necessary reports
- Prepare activity reports
- Stay current with system information, changes and updates
- Punctual, regular and consistent attendance
- Provide after-hours support in on-call rotation
- Additional duties as assigned

EDUCATION AND EXPERIENCE

- Working knowledge of office desktop software
- 2+ years of experience in customer service
- Preferred
 - Lab/Medical Technologist experience
 - Knowledge of service ticketing practices and procedures
 - Knowledge and experience of customer service practices

KEY COMPETENCIES

- Oral and written communication skills
- Exceptional listening skills
- Learning and training skills
- Excellent interpersonal skills
- Customer service orientation
- Problem analysis and solving
- Adaptability
- Collaborative
- Planning and organizing
- Attention to detail
- Stress tolerance
- Preferred
 - Interest in health information management (HIM) or health information technology (HIT)
 - Willingness to learn HL7 syntax

JOB REQUIREMENTS

- Typing proficiency required, to include speed and accuracy. Typing test may be required. Must be able to type 50 wpm.
- Must have unrestricted use of both hands for computer work, handling of paperwork, and whiteboard diagraming. Must have legible handwriting for documentation. Handwriting sample may be required.
- Position requires the ability to listen and follow oral and written instructions.
- Support of customers and computer work requires clear speech, ability to hear within normal parameters and ability to see within normal parameters.
- Service Desk positions require daily attendance. Work from home is not an option with this position.
- Service Desk position hours are 9am to 5pm.
- Must have personal reliable transportation to and from work daily. Vehicle must be insured according to state requirements.
- Must have personal cell phone for business use only (not shared with other family members). Partial cell phone cost is reimbursed by CORHIO.
- Ability and desire to frequently work overtime
- 24-hr On-call rotation will be expected. Alert on phone must be able to awaken agent in middle of night.

LOCATION

Offices are currently located in Cherry Creek.

WORKING CONDITIONS

Standard office environment with frequent computer use.

TOTAL COMPENSATION

Competitive salary and benefits package. CORHIO's benefits package includes an annual cafeteria plan allowance that allows employees to elect various offerings and tailor the plan to best suit their personal needs. CORHIO employees are eligible to participate in the company's 403b plan. In addition, employees are provided annual Personal Time Off, Short and Long Term Disability, and Life Insurance. Note: No relocation monies are available.

CONTACT INFORMATION

E-mail resume and salary requirements to: [hiring@corhio.org](mailto: hiring@corhio.org) and include position title in Subject. No phone calls please. ABSOLUTELY NO RECRUITERS!

Colorado Regional Health Information Organization (CORHIO) is an Equal Opportunity Employer (EOE). Upon becoming a Workforce Member of CORHIO, CORHIO may, at its discretion, conduct a background check.