



Service Desk Lead

Overview:

The Service Desk Lead works with the VP of Operations, Support and Quality Assurance to prioritize work for the Service Desk team as well as lead and mentor the Service Desk Agents. This role is a subject matter expert for all of the business processing systems and Health Information Exchange systems supported by the Service Desk. This position reports to the VP of Operations, Support and Quality Assurance. This position requires knowledge of software systems support other than desktop and/or software development experience.

Job responsibilities and credentials include the following:

JOB RESPONSIBILITIES

- Provide administrative backup to the VP of Operations, Support and Quality Assurance during absences
- Must be proficient in Tier 1 and Tier 2 support work
- Lead and mentor agents
- Prioritize work for Service Desk Team
- Provides weekly statistics, prepares activity reports and team schedules
- Subject matter expert (SME) for business processing system, assisting with design and development of business automations. This will require software system support experience and/or education.
- SME expert for all associated systems supported by the Service Desk: Health Information Exchange (HIE) software and Call Center software
- Owns community communication along with Marketing Director
- Respond to requests for technical assistance, via phone, email, or electronically
- Attends all transitions meeting for approval
- Diagnose and resolve non-technical and technical issues
- Work with third party providers or vendors to troubleshoot, diagnose, and resolve/repair issues
- Research and respond to questions or issues using available information resources
- Advise users on appropriate action
- Follow, update and develop standard Service Desk procedures and processes
- Monitors call queue, call backlog, and open calls
- Redirect problems to appropriate resource
- 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
- Act as Support Liaison with different groups and/or vendors
- Stay current with system information, changes and updates
- Punctual, regular and consistent attendance
- Availability and desire to work overtime as required
- Provide after-hours support in on-call rotation
- As applicable, after hours work may be required to support deployments, changes, or major incidents
- Additional duties as assigned

EDUCATION AND EXPERIENCE

- Computer Science degree or equivalent work experience
- Working knowledge of software systems support other than desktop and/or software development experience
- Preferred
 - Knowledge of service ticketing practices and procedures
 - Knowledge and experience of customer service practices
 - Health Information Management background

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
- Creative thinking
- Stress tolerance
- Interest in health information management (HIM) or health information technology (HIT)
- Ability 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 diagramming. 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.
- Service Desk position hours are 8am 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.