



IT Production Support Analyst

Job Overview:

Join a growing company where your efforts will be pivotal to our success, and you'll help transform healthcare quality.

Healthmonix enhances the quality of healthcare delivery to improve patient health and outcomes. Our cutting-edge platform provides industry-leading SaaS-based healthcare quality measurement and improvement solutions.

At Healthmonix we care about how we work together as much as we care about building and delivering state-of-the-art software for our customers. Your work and quality of life matter to us, as the result of your work will impact thousands of medical professionals, hospitals, private practices, and medical education associations who rely on our platform across the country.

We are looking for an IT Production Support Analyst responsible for working across designated teams to ensure applications are fully available to all stakeholders and client. This individual will assist development teams in deployments, routine patching and system application monitoring / troubleshooting. Will analyze, monitor and evaluate complex data file processing, and provide application testing and validations. Will lead incident response calls/tickets and contribute / create after action reports.

Duties and Responsibilities:

- Monitor the production environments and provide details for any issues reported by the users and internal stakeholders
- In charge of running off hours jobs and be able to monitor them until completion
- Ability to quickly respond to system alerting to reduce application downtime to customers
- People skills, including good communication, approachable, good energy, and handles stressful situations
- Must be proficient in SQL Server, writing queries and basic SQL administration
- Look through logs, databases, applications to find the problem/root cause
- Automate or improve processes by developing scripts, code/apps
- Understand business needs, and provide system options/process recommendations to support the request
- Effective liaison between business and technical teams
- Strong facilitation skills to effectively lead Production Support Application Monitoring in real-time



- Troubleshoot issues reported by users and work with necessary parties to identify/implement a resolution
- Independently manage assigned tasks to meet targeted implementation dates
- Work autonomously within a small team to achieve both short and long-term goals

Requirements and Qualifications:

- Must be proficient in SQL Server
- Exceptional attention to detail with regards to documentation and specifications
- Excellent communication skills
- Knowledge of ticketing and work-flow systems, i.e. JIRA, Trello, etc.
- A degree from an accredited College/University in Software Engineering, Computer Science, or related discipline is preferred
- Ability to work independently and meet project deadlines
- Ability to adapt and learn new skills