

Healthmonix™ **Application 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 Application Support Analyst responsible for working across designated teams to ensure applications are fully available to all stakeholders and clients. This individual will assist development teams with deployments, routine patching, system application monitoring and troubleshooting. In addition, they will analyze, monitor and evaluate complex data processes, and perform application testing and validations.

Duties and Responsibilities:

- Monitor production environments in real-time and address any issues reported by users and internal stakeholders
- Troubleshoot user reported issues and work with necessary parties to achieve resolution
- Respond to system alerts to reduce application downtime
- Develop SQL Server queries and stored procedures to generate reports and implement system improvements
- Manage tools and create SQL Server resources as necessary
- Analyze system logs, databases, and other resources to discover root causes of issues
- Run and manage off-hours jobs to ensure completion
- Automate or improve processes by developing scripts, code/apps
- Learn business needs and recommend appropriate system improvements
- Liaison between business and technical teams
- Autonomously manage assigned tasks to meet targeted implementation dates
- Lead incident response documentation and create or contribute to after-action reports

Competencies:

- Problem-solving – analyzes obstacles and implements creative solutions to achieve goals
- Teamwork – works well across teams to accomplish set goals, maintaining professionalism despite stressful deadlines
- Communication – expresses thoughts and ideas clearly and concisely
- Result Orientation – focuses on achieving set goals and delivering high-quality outcomes

Requirements and Qualifications:

- Proficiency with SQL Server and SQL query development
- Exceptional attention to detail regarding documentation and specifications
- Excellent communication skills
- Working knowledge of ticketing and work-flow systems, i.e. JIRA, Trello, etc.
- Degree in Software Engineering, Computer Science, or related discipline from accredited College/University preferred
- Ability to work independently and meet project deadlines
- Adaptability and desire to learn new skills