

Job Outline

Position Title:	RQI & SimCenter Support Specialist	Department & Cost Center:	Programs – SimCenter/RQI, 6251
Reports to:	Supervisor-RQI/SimCenter Support	Location:	LNY

Position Overview
Define position overview. What would you tell someone if asked “What do you do”? – write one or two sentence description or bullet points to describe what the role encompasses. Use easy to understand language and terminology and be as specific as possible.
<ul style="list-style-type: none"> • Provide Technical assistance and support for RQI, SimCenter and SimManager, and SimManager Express Products • Implementation and Coordination of RQI, SimManager, and SimManager Express-HeartCode Product • Ensure overall customer satisfaction and quality of service.
Position Holder is Accountable For:
Define accountabilities. Accountability is being answerable for the result. List the key areas, projects, implementations or applications that the individual is solely accountable for or has the primary decision-making authority. The purpose for defining these accountabilities is to clarify what the employee is accountable for and to agree exactly on the scope of authority. Accountabilities may not be applicable for all roles.
<ul style="list-style-type: none"> • Coordinating and implementing solutions for customers • Completing and documenting special projects for SimStore • Project Management of Implementations for RQI, SimManager, and SimManager Express - HeartCode • Administration Support for RQI, SimManager, and SimManager Express-HeartCode
Responsibilities:
Describe primary responsibilities. The Responsibilities describe the most important and frequent actions that are taken by the employee in support of their role. These activities should represent approximately 80% of the time spent on the job. The intention is to provide a concise overview of the job, not to provide “how to” or “step-by-step” details.
<ul style="list-style-type: none"> • Answer phone calls and emails from customers including internal and external field personnel • Create and Maintain service tickets for all customer interactions, through to closure • Collaborate and discuss solutions internally and outside the department to coordinate most effective solution. • SW testing as required for all products • Customer Feedback reporting and escalation • Providing exemplary customer service to all • Identify emerging all issues for products; collect information, test and confirm, escalate as needed, provide team(s) work around or solution. • Work with HealthStream Customer service team to ensure collaboration on escalations and solutions delivery. • Process sales orders and maintain reports for SimStore

- **RQI communication management and coordination with customers and RQI sales team**
- **Technical support of HLC platform**
- **Strong computer troubleshooting**
- **Proficiency with Excel and Import File configuration**
- **Process RMA's in QAD**
- **Work efficiently in a team environment**

Some Travel Required

REQUIREMENTS

- **Project Management Experience**
- **Customer Service and support background for SAS**
- **Strong communication skills, both written and verbal**
- **Ability to multi-task and switch gears easily**
- **Basic troubleshooting skills for PC's**