**Products and Services Senior Support Analyst**

**Job Summary**

The Products & Services Senior Support Analyst will work as part of a nationwide team, offering and supporting medical device and software systems to hospitals, wellness centers, research facilities, and medical institutions.

This position will be to serve as a technical resource for fellow clinically focused team members and LSI customers. It is imperative that the Products & Services Systems Analyst be an advanced technical resource for the company’s products and have the natural passion for progressive learning in the technology field. A minimum of 10% travel may be required.

**Principle Duties**

* Work with Regional Teams to configure, implement and support integrated customer solutions including hardware, software, and interfaces.
* Diagnose, communicate, and resolve customer issues as it pertains to hardware, software (LSI software and Windows OS) and the networked environment.
* Provide enriching feedback on hardware and network specifications.
* Actively participate in on-site and remote implementation of LSI Systems and software as a technical resource.
* Support complex networked environments including Active Directory, group policies, permissions, and network connectivity while continuing to enhance knowledge base on subject.
* Complete technical documents and questionnaires, as well as attend and lead technical conference calls related to the products and services offered by LSI during the pre-sale vetting process.
* Troubleshoot and diagnose failures on all equipment including current and legacy models.
* Review and enforce company policies, practices, and standards in relation to technical guidelines.
* Adhere to all regulatory requirements including ISO 13485 and the company’s Quality Management System.

**HL7 Interfaces**

* Become proficient in trouble shooting HL7 interface related Support tickets.
* Serve as a resource for customer HL7 interface projects.
* Work directly with the Systems Integration Manager on a regular basis to gain knowledge and proficiency with LSI HL7 interface services.
* Participate on HL7 interface project pre and post-sale calls as needed.
* Manage solo HL7 interface projects as directed.

**Hardware & Software Support Duties**

* Provide detailed, advanced remote troubleshooting support through established diagnostic techniques and asking pertinent questions to achieve a resolution in the first communication Manage and utilize the Customer Support Lab including hardware, software, and configuration.
* Validate and reproduce customer submitted software bug reports including documenting and submitting the feedback via the company’s established feedback procedure.
* Provide detailed remote troubleshooting support through established diagnostic techniques and asking pertinent questions with the goal of achieving a resolution in the first communication.
* Encourage customers to utilize the LSI Repair Depot and the Loaners for Life program to their full advantage by sending in their equipment for assessment, service, and preventative maintenance.
* Determine the best resolution for support tickets, including, but not limited to, repairing or replacing the customer’s original equipment and involving other team members including the Regional Director.
* Validate and reproduce customer-submitted software bug reports including documenting and submitting the feedback via the company’s established feedback procedure.
* Troubleshoot and diagnose failures on all LSI equipment including current LSI model equipment and legacy models of LSI equipment.
* Assist in testing LSI hardware and software products as requested.

**Products & Services Support Duties**

* Proactively and effectively manage support tickets in a courteous and professional manner following established guidelines.
* Be ready and able to travel onsite to customer facilities to perform general account maintenance, onsite technical support, and the installation of software updates under the direction of the management team.
* Provide support to the LSI clinical team during the implementation process as needed.
* Be proficient in assembling LSI systems using a combination of refurbished and new LSI components.

**Required Skills, Abilities, & Attributes**

* Self-study and passionate for progressive technology solutions.
* Solution-driven, self-starter, and problem solver.
* Working knowledge of current trends in the healthcare IT industry is a plus.
* Ability to self-manage and work independently, as well as collaboratively.
* Ability to travel based on company needs.
* Must be able to lift, carry, and move at least 35 pounds.
* Must be able to climb ladders to access and install the antenna systems as part of implementation of the LSI System.
* Ability to communicate effectively with a wide variety of people in a professional manner.
* Analytical thinker with the ability to apply critical-thinking and problem-solving skills.

**Qualifications and Experience Requirements:**

* At minimum, and Associates degree is required; preferably in one of the following fields: Information Technology, Business Information Technology, or Computer Science. Commensurate experience will be considered to demonstrate proficiency.
* Three 3 years’ experience in managing and/or supporting software and hardware in a networked environment.
* PC Build/Repair and hardware troubleshooting experience a plus.
* Experience navigating complex software, imaging, and deployment.
* Professional Certifications required. (CompTIA A+, Network+, CCENT or equivalent CCNA)
* Knowledgeable of HIPAA regulations and how it applies to IT security is highly desired.

**Preferred Experience and Skills:**

* Professional Certifications preferred. (PMP, CISSP, MCSA or MCSE)

**Job Type:** Full-time