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POSITION DESCRIPTION

POSITION: Client Support Analyst

REPORTS TO: Manager Client Support

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PRIMARY RESPONSIBILITIES:

1. Assist clients to resolve technical problems with the use, installation, and configuration of Medgate software.
2. Escalate problems that cannot be resolved by helpdesk staff to programming or client service consultants. Follow up with internal staff to ensure that issues are resolved.
3. Document all support calls in Medgate's Customer Relationship Management application (Microsoft Dynamics CRM). Assign case numbers to all helpdesk calls or emails, and communicate these to clients. Monitor all open cases and ensure that the client is updated regularly on progress.
4. Communicate issues to Research and Development to ensure that known bugs are identified and fixed in future releases of the core product.
5. Create dedicated demo sites for potential clients and create users/reset passwords for hosted clients.
6. Identify common issues that should be added to the Medgate User Community Knowledge Base.
7. Provide internal support to Medgate staff for all hardware and software issues.
8. Perform installation and troubleshooting sessions via WebEx and potentially on-site.
9. Assist Programming and R&D staff with testing of technical features (administrator, security, installation etc.) for the core Medgate application and patches.

EDUCATION:

A graduate of a university program in computer science or a related program with equivalent work experience. Previous experience in customer support or in the field of occupational health and safety is an asset.

EXPERIENCE:

Must have strong supervisory, negotiating, delegation, and organizational skills.

Must have a comprehensive knowledge of system development life cycles and project management methodologies.

Must have the ability to learn quickly and troubleshoot technical issues.

Must have the ability to work independently as well as on a team.

Must possess strong time management skills.

Must have excellent interpersonal and communications skills.

Must possess an ability to mentor team members and resolve conflicts.

Must be able to understand and communicate the role of technology in the delivery of solutions.

Fluency in a second language, preferably Spanish or French, is a definite asset.

MEDGATE:

Medgate is a dynamic, leading-edge, growing, and profitable occupational health and safety software company. From our head office in Toronto, we develop and sell software for some of the world's leading corporations and government agencies. Learn more at: www.medgate.com.