

**Job Title: Software Support Specialist**  
**Job Type: Information Technology**  
**Contact Email: [employment@fpsystems.net](mailto:employment@fpsystems.net)**

## **Company Information**

Focal Point Systems is a rapidly growing information technology company specializing in computer software for the home healthcare industry. For over nineteen years we have provided comprehensive and intuitive solutions that our clients enjoy working with on a daily basis. We proudly uphold a reputation for excellent technical support and customer assistance in order for our clients to succeed in today's challenging environment. We enjoy an informal company atmosphere and are experiencing exceptional growth in new business activity.

## **Job Description**

We are looking for an individual to join our team as a Software Support Specialist. This position will provide exposure to a very broad range of activities including training, technical support, industry specific business processes, product development and business development.

The Software Support Specialist will perform the following essential job functions:

- **Trains and supports end users of our commercial healthcare management application via phone and remote access.**
- Troubleshoots, diagnoses and resolves routine Windows and network connectivity problems.
- Learns and incorporates industry knowledge along with specific application usage principles into training and support activities.
- Prepares routine end user and support staff instructions and assists in the development of training and orientation materials.
- Analyzes and makes recommendations regarding application enhancements, user support needs and improving customer satisfaction.

In addition to analytical, technical, and problem solving skills, the candidate must enjoy working in a team environment. The candidate must also possess excellent oral as well as written communication skills in order to identify and deliver solutions in a professional manner. The candidate must be capable of self-management and management of others to lead new and unique projects towards excellent results.

## **Minimum Requirements**

- 4 years experience in technical support or customer service
- Excellent computer and networking troubleshooting skills
- Excellent customer service and training skills
- Excellent communication (written and verbal) and interpersonal skills
- Project Management Skills
- B.S. or higher degree

**Helpful** - Familiarity with the following:

- Windows Domain administration
- Database applications usage and support issues
- Report writing, SQL queries, software development, and deployment activities
- Healthcare industry terms and business operations
- Support and training procedure implementation