

Field Tester

Job Description

Amplion Clinical Communications, Inc. provides a communications system that empowers hospitals and their caregivers to deliver higher levels of patient care to patients. Through the nurse call system, Amplion provides caregivers with advanced methods to manage patient care requests, alarms and routine care tasks. As a result, caregiver teams become more organized and responsive, patients and families become confident of receiving quality care and management can access real-time data to take patient safety and satisfaction to new levels...while understanding clearly the clinical resources needed for quality care.

We are at the forefront of using technology and interoperability to transform the healthcare clinical and patient experience. If you share our passion for making an impact through new ideas to address critical needs in the healthcare industry, join our team at Amplion.

Position Summary:

The Field Tester position requires an experienced and knowledgeable system tester to join a team of installers and testers to assist with system implementation projects for Amplion's nurse call system. This position reports to the Director of Technical Services.

Key Responsibilities:

- Enter Nurse Call System configuration for hospital units, rooms, zones, lights, and alarms
- Enter Messaging System configuration on the server for phones provided to clinical personnel, escalation, staff/staff type, global settings, and alert settings/units
- Provide thorough, onsite testing of the system by methodically following prepared scripts
- Record testing results in official Amplion documents
- Document identified issues using the appropriate tracking system
- Troubleshoot and correct identified issues prior to approving site
- Provide insightful feedback on system design, usability and functionality

Qualifications and Skills:

- Minimum of three years' experience testing large, complex systems and system functionality
- Prior experience working with a technology system
- Ability to quickly learn complex systems and content
- Great attention to detail
- Experience following testing scripts to identify software issues
- Ability to travel to out-of-state customer locations for testing
- Proficient use of Microsoft Word, Excel, PowerPoint, and general use of other MS Office Suite products
- Extremely dependable and punctual
- Strong positive attitude and self-motivated, especially in the face of adversity
- Strong consultative and customer service skills

- Healthcare work experience desired

Other Job Requirements:

- Employee is regularly required to talk, hear, sit, stand and utilize technology tools such as a laptop computer for extended periods of time. This position requires the ability to occasionally lift up to 20 lbs., climb ladders, and use power tools such as electric drills and screwdrivers.
- Initial travel requirement: 85-90%

Benefits Package:

- Competitive Salary
 - Company Health, Dental, and Vision Insurance
 - 401(k) Match
 - Short and Long-Term Disability
 - Life Insurance
 - Paid Time Off (PTO)
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