Technical Implementation Specialist

Job Description

Amplion Clinical Communications, Inc. provides a technology solution that empowers hospitals and their caregivers to deliver a higher level of care to their patients. Our system allows caregivers to be more organized and responsive, patients and their families to be confident of receiving quality care and management to have the data to take patient safety and satisfaction to new levels.

REPORTS TO: DIRECTOR OF TECHNICAL IMPLEMENTATION

POSITION: Exempt

RESPONSIBILITIES/DUTIES:

• Technical Planning, Coordination and Follow-up
  • Perform pre-install site visits to assess and specify installation detail including cabling and device placement specifications. Prepare install documentation.
  • Provide on-site installation and maintenance of servers, network components, patient room devices, phones and other hardware components
  • Setup integration and interconnection with hospital computer networks and phone systems
  • Troubleshoot hardware, software, and network issues
  • Complete all site documentation while in the field and update the related databases.
• Project Coordination
  • Manage multiple installation projects as needed.
  • Provide oversight and coordination for third-party resources installing the Amplion product.
• Customer Care
  • Provide excellent customer support to new and existing clients
  • Communicate with caregivers, the hospital leadership and support teams, vendors, and contractors within a hospital environment

EDUCATIONAL REQUIREMENTS:

• Associate’s degree or equivalent experience in related field

EXPERIENCE REQUIREMENTS:

• Experienced in physical hardware and cabling installation preferred
• Nurse Call installation experience preferred
• Knowledge of Operating Systems (Linux, Windows), networking experience (Ethernet, WiFi) preferred
• Experience in Analog/Digital, VoIP PBX and communication technologies preferred
• System/Network installation and support experience preferred

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SKILLS/QUALIFICATIONS:

- Demonstrated success working with customers and vendors
- Willingness to respond to customer driven schedule, including on-call responsibilities
- Experienced in physical hardware and cabling installation
- Ability to perform typical server administration to include upgrades and maintenance of hardware, operating systems, DNS, TCP/IP, WINS, and DHCP support functions
- Must be willing to learn new tasks, and cross train as needed
- Must be able to work nights and weekends as projects may dictate
- Ability to communicate with users outside your team on a non-technical level and translate their needs into workable solutions.
- Must display the ability to be a team player and work well with employees at all levels both internal and external to the department
- Healthcare experience a plus
- Extremely high aptitude for working in a fast paced environment
- Must be flexible with a “can do” attitude and have the ability to remain professional under high pressure situations
- Ability to demonstrate supportive relationships with peers, clients, partners, and corporate executives.
- Demonstrate strong time management skills with the ability to respond to service and trouble calls quickly and efficiently, while adjusting priorities
- Must be self-motivated and have the independence, initiative and desire to achieve
- Must be detail oriented, organized, and have the ability to multi-task
- Must possess work habits that are conscientious and methodical; a strong work ethic using efficient methods and the ability to see tasks through to completion
- Excellent written and verbal communication skills. This includes addressing clients and co-workers in a non-technical manner as needed
- Ability to retain and protect confidential material
- Negative pre-employment drug test
- Criminal and MVR background check meet Amplion hiring criteria.

Travel Requirements:

- National travel is required, possibly up to 70%