

Support Specialist

Novari Health's support team is seeking a support specialist to join their head office, based in beautiful Kingston, Ontario. Working closely with the development teams, the ideal candidate will be self-motivated, highly energetic, professional, and have a positive attitude towards helping our clients across Canada improve access to care. Our support specialists provide first-line and second line technical support to computer users experiencing difficulties with Novari Health computer application.

Duties:

- Communicate electronically and in person with computer users experiencing difficulties to determine and document problems experienced.
- Consult user guides, technical manuals and other documents to research and implement solutions.
- Reproduce, diagnose, and resolve technical problems encountered by users. This may also involve use of SQL and ability to query databases to help diagnose problems.
- Provide advice and training to users in response to identified difficulties.
- Provide business systems, network, and Internet support to users in response to identified difficulties.
- Collect, organize, and maintain problems and solutions log for use by other technical support analysts.
- Participate in improvements and redesign of applications and other software.

Organizational Responsibilities:

- Compliance with all applicable privacy legislation
- Compliance with all employment legislation
- Compliance with all Novari Health policies & work procedures
- Ownership of a valid passport
- Participation in an inclusive and supportive team environment

Education and Experience:

- Completion of a college or university program in computer science, computer programming, or commensurate work experience.
- Continuing professional development to stay current with industry standards

Hours of Work and Working Conditions:

- Support hours are defined as operationally required.
- This position is required to work shifts, which may include early morning, evening or weekend.
- Employee is designated as "on-call" staff member. (Employees is Responsible for responding to after-hours support calls within 1 hour of initial contact when designated as being on-call for a given month.)
- Novari offers a flexible work environment and allows working from home when appropriate.
- Employee may sit for long periods of time.
- Prolonged periods of time viewing computer monitor and keyboarding.

- Tight deadlines, with multiple and rapidly changing priorities.
- Interacting with internal and external stakeholders.
- Open concept office floor plans can mean noise and a regular flow of people around the office.