

Technical Support Specialist II

ABILITY™ is looking for a Technical Support Specialist II to provide technical support for application software, operating systems and integrated 3rd party products to customers and vendors via telephone and remote connectivity. This position will manage progress toward resolution and document customer communication throughout the “life-cycle” of a reported issue.

Company Overview

ABILITY works to save lives by facilitating information exchange and knowledge-sharing among every participant within the healthcare spectrum – hospitals, physician practices, home care providers, DMEs, and private and government payers – as well as the Centers for Medicare and Medicaid Services (CMS). In use for more than a decade in more than 3,000 hospitals across the country, ABILITY’s network supports healthcare decision makers in their quest to promote care coordination and collaboration, reduce record fragmentation, participate in new and emerging care models, and access the Direct Project network and state and community-based Health Information Exchanges (HIEs).

The people who work at ABILITY are proud of who they are and what they do. They feel a strong connection to the people they work with and share a sense that the work they do “makes a real difference.” They express a great sense of reward from knowing that the work they do and the products and services that ABILITY offers make a profound impact on their customers’ lives and even more so on the quality of care that patients receive.

Essential Position Duties and Responsibilities

- Provides first level contact to all incoming customer calls from the customer support line.
- Ability to handle lower level technical issues.
- Contact and interface for customers regarding support, customer setup, troubleshooting and problem resolution.
- Address requests in priority order and tracks through to resolution.
- Document all customer contact, configuration information, customer installations and issues, etc. in CRM.
- Ensure a consistent response to problem resolution, customer requests and status reporting and monitor all issues to ensure a timely resolution.
- Adheres to departmental policies and procedures – ABILITY SOP Certification required.



- Develop and maintain an in-depth knowledge of all products and services.
- Escalate unresolved issues.
- ABILITY Industry Introduction Certification required.
- ABILITY Product Introduction Certification required.
- ABILITY Networking Introduction Certification required.

Experience/Skills

- Degree in Computer Science, Business Administration, Accounting or equivalent work experience.
- 2-4 years experience in a customer service related role with high volume of transactions. Healthcare IT industry experience (medical billing, IT, MAC or other payer) preferred.
- Demonstrate computer system proficiencies in a Microsoft, Internet based environment.
- Experience with using and installing desktop application software.
- Moderate operating knowledge of Word, Excel, Outlook and Internet Explorer.
- The ability to work efficiently in a fast-paced, high-volume environment.
- Excellent customer service skills such as developed phone skills, customer relationship management, multi-tasking etc.
- Strong oral and written communication skills and problem solving/analytical skills.
- A desire to continue learning and improving.
- Must be able to organize and manage workload efficiently and prioritize projects with minimal supervision.
- Ability to demonstrate detailed knowledge of specific product offerings, O/S skills or internal systems.
- Ability to function effectively in a multi-tasking environment.
- Strong interpersonal skills, including customer relationship skills in conjunction with the ability to work well in a team environment as well as to work independently and assume responsibility.

**To Apply**

ABILITY offers a competitive compensation and comprehensive benefits package.

To apply, please go to: <https://home.eease.adp.com/recruit/?id=1228411>

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