

Entrada is a rapidly growing and successful healthcare IT company located in Brentwood, TN focused on increasing physician productivity while maintaining workflow integrity. Our suite of mobile applications and industry-leading speech recognition afford providers a new level of efficiency and thus, allows them to be more productive and grow business or reclaim their life outside of their practice.

The Technical Support Team is key to the success of Entrada. As the first line of defense against technical struggles, the Support Team is the face, the voice, the hands and the very essence of how Entrada treats and works with our clients. Dealing directly with clinical staff, administrators, nurses and even providers themselves, it is important that the Technical Support Specialist maintains professional, courteous, and effective support of all applications utilized by our customers while maintaining regard for patient care and provider time.

### KEY RESULTS AREA

1. Professional, courteous, and clear phone support
  - Listens carefully to the client requests and asks thoughtful questions to clarify the issue
  - Takes time to recreate or view the issues remotely on the client PC to better understand the issue.
  - Maintains a professional and courteous tone throughout the call
2. Effective and timely resolution to customer support requests
  - Accepts, troubleshoots, documents and properly resolves numerous support requests
  - Provides clear, confirmed, documented follow-up with the ticket submitter to assure the issues is resolved
3. Systematic Server monitoring and support
  - Checks daily to confirm a healthy state of system applications
  - Manages disk space and other system resources as required
  - Assures that all monitoring and alerting systems are installed, functioning, active, and the appropriate thresholds are set.

### REQUIREMENTS

- Passionate: You MUST be passionate about technology and have a life that demonstrates it.
- Work Ethic: You MUST understand how to “get it done”
- Team Player: You MUST enjoy working with others
- Fun: You MUST be able to have fun while getting it done.

### DESIRED QUALIFICATIONS

- Experience with SQL is a plus
- iOS and Android Support or Development is a plus