



8900 Keystone Crossing, Ste 540, Indianapolis, IN 46240
(317) 395-7080 | www.diagnotes.com

Product Support Specialist

Indianapolis, Indiana

Diagnotes, based in Indianapolis, is a powerful, enterprise-grade clinical communication and collaboration platform. Using concepts familiar to all mobile device users, it is fast to implement and highly intuitive to adopt. Health systems, hospitals, and other healthcare organizations use Diagnotes to automate essential clinical workflows, share clinical patient data, view on-call schedules, share photos and attachments and more. Physicians, nurses and staff can communicate with each other via text, voice and video, as well as with patients and caregivers, on a single platform. Diagnotes' HIPAA-compliant platform is AWS cloud-hosted, allowing for easy integration with other applications and software platforms.

Position Summary

Diagnotes is seeking a passionate, highly motivated, technically savvy Support Specialist to join its Product team. The Support Specialist will support new and existing Diagnotes clients toward optimal, full-scale implementation and utilization of the platform, focusing primarily on first-tier support cases and related training. The Support Specialist will also lead the charge in building up our knowledge base of support articles, reference guides, and other types of educational material.

Ideal candidates for this role will exhibit strong aptitude towards end-user technology and support, helping end-users with software related questions and issues, and efficiently navigating the variety of mobile devices in use by our users. Most of the Support Specialist's time will be spent fielding issues and following up with users via our ticketing system, email, or phone. This role will also include opportunity to support the rest of the Diagnotes team in various training and implementation activities. Support related experience in a healthcare setting is preferred.

Primary Responsibilities

- Help Diagnotes drive adoption and client satisfaction through support and training
- Assist in handling incoming support cases via ticketing system, email, and phone calls
- Forwarding support cases to Diagnotes team members when necessary, and appropriate follow-up to ensure users don't feel ignored or abandoned
- Help communicate support trends and overall sense of issues to the rest of the Diagnotes team
- Help gather metrics for monthly reporting activities
- Lead efforts around building our self-help knowledge base and other educational materials
- Documentation of client communication, issues and accomplishments
- Contributions to training and educational materials

Qualifications

- At least 2 years of experience working in a support-oriented role (IT, helpdesk, implementations, etc.), preferably with a clinical focus
- Comfortable working directly with users via ticketing system, email, phone, or in person
- Experience with ticketing systems, e.g. Zendesk, Freshdesk, and Zoho
- Desire and ability to appropriately triage issues, ask sufficient questions to empower the Diagnotes team in resolution
- Ability to read the needs of others and respond with respect and promptness with clients, leadership and peers
- Commitment to being available and responsive during the "core hours" of our clients, with the occasional off-hours support issue
- Aptitude for U.S. healthcare system, clinical terminology/workflows, communication challenges and/or technology deployment
- Ability to learn and assimilate technical information quickly in a fast-changing environment

Culture and Work Environment

- We're a startup... lean, fast, casual, ego-free, hard-working team
- Most of us work in the office most of the time; and we also work off-site "to get some work done"
- No specific limit on PTO; we're all encouraged to take at least three weeks each year
- Opportunity for equity participation
- Competitive benefits offerings, such as medical, dental, 401K
- A healthy supply of (free) snacks, drinks, and good fresh-ground coffee
- Direct exposure to the local startup community, and to seasoned startup mentors
- The chance to make a huge impact in a short amount of time

Submit Resume to:

- Morgan Middleton
Operations Manager
careers@diagnotes.com

Diagnotes is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability or veteran status.