

**Job Title:** Technical Operations Analyst

**TrackCore Department:** Technical Operations

**Manager:** Technical Operations Manager

**Location of Position:** Grand Rapids

**Type of Position:** Full Time Remote (infrequent physical visit to Grand Rapids office may be needed)

**Travel Required:** Yes, less than 5%

**Job Description:** The Technical Operations Analyst is responsible for providing exceptional service to both internal and external stakeholders through clear communication, execution, and documentation. They will be tasked with facilitating technical implementations, integrating a variety of software systems with customers, and providing tier 2 troubleshooting support. This position may also include implementation and support of internal (physical and virtual) network, infrastructure (Azure), information security, SQL Database management and other related information technology tasks.

**Core Responsibilities + Duties:**

- Works in coordination with the TrackCore Project Management team as well as directly with customers as the technical subject matter expert.
- Provides technical assistance with new and modified integrations as well as continued post go-live technical support.
- Manages and reports progress on each implementation's technical aspects.
- Assists hospital IT (virtually) in the installation and configuration of TrackCore software products.
- Provides Tier II software support.
- Responsible for extremely limited after-hours support.

**General Day to Day Tasks:**

- Data mapping customer files to interface specifications.
- Validating extracts and coaching hospital IT on corrections.
- Coordination of end-to-end integration testing.
- Installing and configuring TrackCore proprietary applications.
- Facilitating Active Directory/SAML/Single Sign-On implementations at hospitals.
- Troubleshoot and resolve Tier II application support tickets.
- Provide general IT support.
- Cyber security monitoring and response.

**Additional tasks may include (but are not limited to):**

- Research, recommend, and implement new software and hardware solutions for the company.
- Deploy and support desktop and server systems.
- Firewall support.



## Desired Qualifications, Certifications + Skills:

- Enjoy problem-solving
- Self-motivated, independent worker
- Excellent customer service skills
- Detail oriented
- Strong organizational skills and project management skills
- Strong focus on quality
- Solid written and verbal communication
- Strong Technical Skills in any of the following areas
- Desire to learn new skillsets is a strong plus
- Solid experience with any of the following is a strong plus:
  - HL7
  - Delimited File Handling (CSV, Tab Delimited, Etc.)
  - SAML
  - Active Directory
  - Internet and network protocols and communication
  - Cloud computing (Azure Infrastructure and services)
  - Information Security
  - Microsoft SQL Database experience
  - SOC2
  - Cyber security practices
  - Software testing
  - Experience with software support in a dynamic work environment
  - RFID technology
  - Windows desktop and server deployment
  - Azure environment management
  - Clinical / Healthcare IT experience or knowledge
  - Experience in running effective meetings
  - Project management experience