

**Job Title:** Part-Time Software Solutions Support Associate  
**Department:** Software Solutions Support  
**Report to:** Operations Leader

**Desired Outcomes:**

- ✔ Support the organizations mission through effective and timely resolution of all reported Solutions support issues. The Solutions Support Associate will build sound relationships with the organizations partners and workforce resulting in the successful support of SaaS Solutions applications.

**Duties and Responsibilities:**

- ✔ First line support for Solutions Support Help Desk. Answer, resolve or escalate all help desk requests for internal and external support issues
- ✔ Develop expertise in the supported commercial software solutions, Leader Evaluation Manager (LEM), PCM (Patient Call Manager) and others as assigned.
- ✔ Capture content and update knowledgebase for Solutions Support
- ✔ Rotating on-call support for emergency requests after hours/weekends/holidays
- ✔ Provide entry level support to Solutions Support Specialist and Software Support Engineer

**Knowledge, Skills and Abilities**

- ✔ Currently pursuing degree with an emphasis in Information Technology with a GPA of 3.0 or better
- ✔ One or more years of relevant course work or hands-on experience with Windows 7, MS Office 2010
- ✔ Preferred IT certifications or ability to obtain at least two within 12 months:
  - CompTIA A+
  - CompTIA Network+
  - Microsoft Technology Associate (MTA): Windows Operating System Fundamentals
  - Microsoft Technology Associate (MTA): Networking Fundamentals
  - Microsoft Technology Associate (MTA): Security Fundamentals
- ✔ Excellent troubleshooting skills with the ability to multi-task & adapt to changing priorities quickly
- ✔ Excellent communications, conflict resolution and relationship skills
- ✔ Ability to work flexible hours including at times nights and weekends

**Physical Requirements:**

- ✔ While performing the duties of this job, the employee is regularly required to use hands, and is required to talk and hear.
- ✔ The employee is frequently required to stand, sit, and walk.
- ✔ The employee may occasionally be required to reach with hands and arms.
- ✔ Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.
- ✔ Ability to sit, type, and view a computer screen up to 8 hours at a time
- ✔ Ability to use telephone / headset for up to 8 hours at a time

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Job Location:** Gulf Breeze, Florida

**Job Status:** Part-Time – Approximately 20 Hrs/Week; Non-Exempt; \$12.00/Hr

**Interested:** Email Resume to [bcantrell@studergroup.com](mailto:bcantrell@studergroup.com)

Studer Group is a drug and tobacco free environment. Pre-employment drug testing is required.