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Job Description

As a Software Support Specialist at TransChart, you will join an industry-leading organization in specialized medical software. TransChart has openings for highly functional application support staff with significant customer facing experience. This career will give you the opportunity to collaborate across teams and drive improvements in customer satisfaction. TransChart requires independent thinkers with developed soft skills including communications, personal drive, team leadership and problem solving. Required technical skills include web application support, Windows support and MS SQL.

Requirements -

Bachelor's degree in computer science, information systems, or related fields

Technical

- Significant experience supporting and administering Web-based applications.
- Experience with Windows operating systems (Windows 7, Windows 8, Windows Server)
- Working knowledge of Microsoft SQL Server Administration and understanding of T-SQL.
- Experience or exposure installing and configuring Web-based applications.

Technical (Optional)

- MS Access
- Microsoft SSRS
- System Integration

Non-Technical

- Excellent communication and documentation skills, with a customer focused attitude
- Strong software application or QA troubleshooting and analytical skills
- Effectively prioritize and escalate customer issues as required
- Eager, quick learner with strong team-work spirit

TransChart, LLC is a privately owned medical software company located in Dublin, Ohio. TransChart's flagship product began in 1996 at the Ohio State Medical Center as a specialized niche product managing the complex data needs of solid organ transplant. Privately owned since 2009, TransChart is currently expanding our product line to meet the growing data needs of chronically ill patients and developing reporting tools to analyze the data around these patient populations within and beyond transplant.