Position: AngelEye Technical Support Analyst

Position Overview:

The Technical Support Analyst provides technical assistance and support to end-users (hospital employees and patient families) for hardware, software, and network-related issues. This role is critical for maintaining the smooth operation of technology systems and ensuring timely resolution of technical problems. The ideal candidate has strong problem-solving skills, excellent communication abilities, and a customer-focused approach. This position is ideal for individuals passionate about technology and customer support, eager to grow their skills in a dynamic and collaborative environment.

Reports To:

This position reports to the Director of Customer Success and Project Management.

Location and Hours:

- This is a full-time position (40 hours/week, Monday- Friday, 1pm to 10pm CT) located in Little Rock, AR.
- This position requires being a part of the 24/7, 365-day, after-hours coverage rotation with other members of the IT support team. Currently rotation is 1 week at a time, frequency of rotation dependent on Company needs.

Key Responsibilities:

- Respond to technical support requests via phone, email, and ticketing system in a timely manner which is dictated by internal metrics.
- Diagnose and troubleshoot hardware, software, and network issues across various platforms.
- Install, configure, and update computer systems, applications, and peripherals.
- Provide training and guidance to end-users on software applications and best practices.
- Escalate complex technical issues to higher-level support teams as necessary.
- Document and track support requests, resolutions, and procedures in the ticketing system.
- Collaborate with the IT team to improve system performance and reliability.
- Assist in maintaining camera hardware inventory, ensuring all assets are properly repaired, tracked and updated.
- Stay updated on emerging technologies and industry trends to provide effective solutions.
- Contribute to knowledge base articles and self-help documentation for end-users.

Qualifications:

- Education: Associate or bachelor's degree in information technology, computer science, or a related field preferred (or equivalent experience)
- Experience: 1-3 years of technical and/or customer support or IT help desk experience preferred.
- Technical Skills: Proficiency in troubleshooting operating systems (Windows, macOS), Microsoft Office Suite, remote desktop tools, and networking concepts (TCP/IP, DNS, VPN). Proficiency in ticketing systems and remote support tools. Experience with Salesforce is also preferred.
- Certifications: CompTIA A+, ITIL Foundation, or similar certifications are a plus.
- Soft Skills: Excellent communication, problem-solving, and customer service skills.

- Other Requirements: Ability to prioritize tasks, work independently, and handle multiple issues simultaneously.

Why Join AngelEye Health?

AngelEye Health is dedicated to improving the patient experience through innovative healthcare technology. We foster a collaborative environment where every team member plays a vital role in enhancing our services and client relationships.

If you're ready to contribute to cutting-edge projects, lead impactful initiatives, and grow your career, we want to hear from you!

Apply now and be part of our mission to transform the NICU experience.

AngelEye Health, Inc. offers you:

- A growth-oriented team environment where your strengths are highly valued
- Opportunities to expand your technical skills and knowledge with on-the-job learning/training opportunities
- Benefits package (info provided separately)

Company Mission Statement:

Equipping care teams and empowering families of neonatal and pediatric patients to improve outcomes.

Values and Core Beliefs:

- Patients and their families first; Hospital Partners a close second; Our Team and their families make it all happen.
- Curiously innovate; Failure isn't fatal, and success isn't final.
- Execute the basics at a PhD level.
- Create and Maintain a Sense of Urgency!
- Effective communication is key!
- Transparency and Honesty in everything we do.