

# Plexis Healthcare Systems, Inc.

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## POSITION DESCRIPTION

POSITION TITLE: **Customer Support Specialist (CSS)**

DEPARTMENT: **Customer Care - Technical Support – Level I, II, and III**

CLASSIFICATION: Full-Time/Non-Exempt      APPROVED BY: Steve Whipple

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## REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director of Technical Support

POSITIONS SUPERVISED: N/A

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## POSITION PURPOSE

This position is responsible for taking, logging, referring and responding to technical support calls, involving the entire line of Plexis Healthcare products. These issues can be received via telephone, e-mail or website submissions.

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## ESSENTIAL FUNCTIONS AND BASIC DUTIES

- a. Identify client issues and find resolution.
  - b. Providing timely follow-up and status updates to clients as issues are processed and resolved.
  - c. Stay abreast of current technologies and procedures to maximize efficiency and quality of client issues resolution.
  - d. Functional knowledge of support Plexis applications
  - e. Other tasks and duties as assigned
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## DEVELOPMENTAL FOCUS:

Level 1-3 Foundation skills;

### Level 1

- a. Identifies problems, thinks through potential solutions then communicates and/or escalates appropriately.
- b. Consistently presents a professional demeanor and positive outlook towards assignments, internal and external clients and the Company.
- c. Completes assigned tasks within scheduled completion dates and communicates potential issues as soon as they are known.
- d. Willingly seeks advice from those with more experience.
- e. Actively participates in all attended meetings.
- f. Demonstrates productive and effective interaction with co-workers.

- g. Capable of client interaction with supervision from management or team leadership.
- h. Exhibits developing effective written and verbal communications skills. This is evident in all core communications. (Example: complete and accurate status reports, regular updates to supervisor and other communication as requested.)
- i. Demonstrates a high level understanding of and complies with Plexis standards, processes and procedures.
- j. Capable of locating detailed information from the network.
- k. Demonstrates competent personal computer skills – uses all relevant Plexis applications in the office and/or at the project site.

#### Level II

- a. Identifies and solves simple problems independently (for example: day to day stresses that need to be resolved for team cohesiveness)
- b. Provides assistance in solving complex problems (complex – technically difficult, opposing viewpoints, risky, and/or sensitive).
- c. Leads simple meetings for internal or external clients. Peers and/or next level management are likely to attend these meetings.
- d. Demonstrates solid information collection and/or candidate interviewing skills.
- e. Possesses and uses good diagnosis/troubleshooting skills.
- f. Demonstrates balance in personal, business responsibilities and is viewed as a “corporate model citizen”.
- g. Capable of client interaction with limited advice or guidance from management or team leadership.
- h. Works independently while completing critical tasks on time.
- i. Exhibits effective written and verbal communications. This is evident in complete, accurate and timely status reports and project deliverables as well as clear and concise direct communication.
- j. Demonstrates a detailed understanding of and complies with Plexis standards, processes and procedures. Capable of implementing the standards, processes or procedures that pertain to his/her area.
- k. Able to represent the skills and capabilities of their department/practice unit/business unit.
- l. Demonstrates self-awareness by constantly evaluating and working with his/her own motivations and drives.

#### Level III

Solid functional area knowledge (level2 1-3);

#### Level 1

- a. Possesses or developing **basic skill level** sufficient to complete tasks within scope of position and contribute to the team and projects.
- b. General education, interest and exposure.
- c. Limited on-the-job experience.
- d. Consistently performs well under supervision.
- e. Basic IT and Healthcare Knowledge

#### Level 2

- a. Possesses intermediate skill level this may be in one discipline or as an accomplished generalist becoming proficient in multiple disciplines.
- b. Recognized as a proactive, contributing member of the team.
- c. Knows how and when to use resources or asks for help.
- d. Intermediate IT and Healthcare knowledge.

#### Level III

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## PERFORMANCE MEASUREMENTS:

Performs simple and moderately complex tasks independently; consistently delivers quality work, on-time; proven ability to take on additional responsibilities; demonstrates appropriate knowledge and proficiency; excellent core value performance.

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## QUALIFICATIONS

### EDUCATION/CERTIFICATION:

- BA/BS Degree preferred but not required.

### REQUIRIED KNOWLEDGE:

- Intermediate knowledge of SQL and MS SQL Server
- Junior level background in current computer Programming/Engineering environments. College level training in this area would suffice
- Strong computer skills (use of MS Word, Excel, Help desk programs, etc.)
- Working knowledge of Microsoft ACCESS

### EXPERIENCE REQUIRED:

- Healthcare industry experience.
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## PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- Ability to access input and retrieves information from a computer to produce typed copy.
  - Capacity to communicate adequately, in person or via telephone, in a manner, which can be understood by those with whom the Client Support Specialist is speaking.
  - Capability of dialing or otherwise using a telephone to place and receive telephone calls.
  - Willingness and capacity to sit or stand for minimum periods of one hour at a time.
  - Capacity to pick up, leaf through and read books and files and other materials.
  - Ability to reach forward, up, down and to the side in order to move equipment up to 20 lbs.
  - Ability to interact cohesively with co-workers, clients, vendors and partner companies.
  - Ability to work in a fast-paced environment, with competing deadlines and changing priorities
  - Willingness and ability to maintain regular attendance for normally scheduled hours, to work overtime and to be flexible to work other shifts as necessary (i.e., potential weekend schedule).
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## WORKING CONDITIONS

- Ability to tolerate, use, work with, in, or under:
- Florescent lighting
- Recycled air
- VDTs
- Semi-enclosed areas
- Central heating and air conditioning
- Office noise

The key physical requirements for this position include the ability to move freely through an office environment; use of standard office equipment including PCs, Fax Copiers and Phone Systems. Travel to local area locations required (Auto Travel).

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## MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

### REASONING ABILITY:

- Intermediate Level

### MATHEMATICS ABILITY:

- Intermediate Level

### LANGUAGE ABILITY:

- Multilingual not required
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## INTENT AND FUNCTION OF JOB DESCRIPTION

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal systems and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.*

*In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

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Sign:

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Date: