

## **Role: Senior Support Analyst (Tier 2)**

**Reports to:** Sr. Manager, Support Services

**Job Type:** Exempt/Full-Time

**Location:** Virtual/Remote

### **General Summary:**

The Senior Support Analyst provides world-class service to prospective, new and existing customers, ensuring the effective use of and satisfaction with products and services of Vyne.

### **DUTIES & RESPONSIBILITIES:**

- Work to resolve support cases sent through escalation queue, to include proper escalation to Technical Services and Development queue where necessary
- Follow up with Technical Services and Development resources regarding open cases that escalated from Senior Support Analyst Team
- Answer questions from Client Support Representatives to assist in issue resolution and case closure
- Plan and execute new product implementations for existing clients
- Provide support for product implementations for new clients
- Perform new hire and onboarding education
- Participate in implementation and project status calls representing the user/department set up and security configuration options of the product
- Manage the Trace Customer Portal, to including adding, editing and deactivating users and providing education on its use to client base
- Configure and test new product features with Development
- Document all communications with accurate, concise and complete notes, following documentation procedures
- Maintain expert knowledge of products and services sufficient to perform duties
- Participate in special projects and initiatives as assigned by Director of Client Services and Manager of Client Services
- Actively participate as a positive team player within department and Company
- Consistently demonstrate the core values of VYNE
- Other duties as assigned

### **EDUCATION, KNOWLEDGE AND SKILLS:**

- Strong customer service skills and professional phone etiquette
- Excellent business writing skills
- Above average understanding of the Microsoft Windows operating environment
- Salesforce knowledge preferred
- Troubleshooting in Windows environment is essential
- Proficiency in Microsoft Office products (i.e., Word, Excel, PowerPoint)
- 2 to 4 years Call Center Support experience
- High School diploma required; college degree preferred

## PHYSICAL DEMANDS:

The physical demands described 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. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

## SECURITY ROLES / RESPONSIBILITY:

- **PHI (internal, by exception):** This position may have access to and be responsible for the security of PHI/PI on an incidental basis.
- **PHI (by customer request):** This position may have access to and be responsible for the security of PHI/PI on a daily basis.
- **Support Admin, e.g., client-facing:** This position may have access to and be responsible for supporting customer technical needs, which may include securing customer's sensitive technical information.

## About Vyne Medical

### Who We Are:

We've been in business for more than two decades and we're proud to deliver healthcare IT solutions to hundreds of hospitals, health systems and provider clients who rely on our platforms, 1,000+ years of collective industry expertise, and best-in-class customer support. At Vyne Medical we value integrity, innovation, accountability, commitment, respect. Our teams embody these values everyday as we work together to drive growth for the company and technology solutions for our clients. We believe that great people with great talent can do great things. To learn more, visit [VyneMedical.com](https://VyneMedical.com)

### About Us

At Vyne Medical, we understand the importance of managing and simplifying healthcare data. Our technology solutions enable providers to achieve greater operational efficiency, financial performance, best practice compliance, patient experience, and health outcomes. Many of our 800+ clients, including Moffitt Cancer Center, Health



Connecting Disconnected Data\*

First, Wellforce, and Texas Health Resources have leveraged our partnership to help overcome key data management and information exchange challenges.

**Benefits & Perks:**

- Medical, Dental & Vision
- 401k Match
- Generous PTO
- Professional Development
- FSA/HSA
- Life and Disability
- Legal Shield
- Aflac

**Interested applicants, please send your resume to Human Resources at [HR@vynecorp.com](mailto:HR@vynecorp.com).**

Vyne provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, genetics, or veteran status. In addition to federal law requirements, Vyne follows applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.