



Job Description: Production Support Analyst, 2nd Shift

Reports to: Lead Product Manager

Location: Troy, NY

LevrX Technology Inc. is an exciting, fast growing start-up company, which is customer driven and results focused healthcare software applications company, which is providing the healthcare industry with levers to optimize pharmacy outcomes. Our mission to develop powerful, relevant, and unique solutions is fueled by our commitment to our customers to improve the patient experience and reduce the cost of care.

LevrX is seeking a talented Production Support Analyst to handle customer support calls and emails, troubleshoot and resolve issues, and when necessary, escalate to developers. Additionally, the Production Support Analyst will assist in setting up app configurations and responding to internal requests. The Production Support Analyst is expected to have excellent communication and time management skills.

The responsibilities of the Production Support Analyst include but are not limited to:

1. Answer customer support calls, emails and address them within required time frames
2. Document and track reported issues within ticketing systems
3. Troubleshoot level 2 issues, escalate to developers and external vendors when necessary
4. Provide verbal and written instruction to end users
5. Update app configurations based on internal and client requests
6. Handle inbound and outbound customer faxes via electronic fax.
7. Other related duties, as assigned

List of essential capabilities:

1. Good verbal and written communication skills
1. Experience with CRM/Support Center Software
2. Intermediate MySQL skills
3. Bi-lingual English and Spanish
4. Must be self-motivated, organized, and eager to learn new concepts and skills.

Minimum Requirements:

1. 1-3 years of applicable IT support experience, or technical degree in IT or related field
2. Excellent communication, organization and follow up skills
3. Ability to work 11:30AM – 8:00PM out of our Troy, NY office

Salary Range: \$45 – 55K per annum