

Job Title: Associate, Application Support

Location of job: Mumbai

Reports to: Manager, Helpdesk

Position Overview: Helpdesk Associate will have to provide excellent voice support to healthcare (US based) users using our applications and ensure issue resolution within the support scope. The candidate will require an aptitude to work closely with client and technical support team to resolve issues quickly.

Responsibilities:

- Provide level 1 voice support to clinic users on queries related to the EPM software
- Documentation and verification of common issues and solutions to facilitate easier resolution of 'Level 1' issues
- Troubleshoot and escalate issues and queries that are beyond support scope of 'Level 1' to EPM vendor/concerned groups in a timely manner for resolution
- Timely follow up on pending issues with clinic users to ensure quicker/correct resolution
- Be compliant with policies and procedures set by the client
- Other duties/tasks as assigned

Experience, Knowledge, Skills/competencies required (what is expected to be achieved to meet organizational goals)

- Years of relevant/domain experience - 3+ years of experience in voice support
- Specific skills needed to perform -
 - Technical Skills - Basic knowledge of computers, MS Office, Outlook etc.
 - Human Skills - Excellent communication skills (verbal & written), neutral speech accent, ability to multi-task
- Should be willing to work in US shifts

Education:

- Candidate must be a Graduate or above in any stream