JOB POSTING – Lead Systems Support Analyst
Full Time Salary Exempt

Come join UDSMR, the team of experts that provides healthcare facilities the technical and clinical expertise that enables them to adhere to the complex regulations for care and payment.   Our software systems, used by Inpatient Rehabilitation Facilities and post-acute care, are based on a uniform metric that provides the basis for benchmarking and comparison of healthcare outcomes. This enables healthcare providers to document and improve the outcomes, processes and perceptions of care.

The primary function of the Lead Systems Support Analyst is to analyze subscriber systems, providing advanced technical support of product software based on a thorough knowledge of all UDSMR product lines. In addition, the Lead Systems Support Analyst will be responsible for overseeing the technical support group, maintaining an efficient department by fielding questions from internal support analysts, maintaining daily coverage schedules to ensure excellent customer service, and being a role model for other department members.

Knowledge and skills: Bachelor's Degree in a technical discipline. 3 – 5 years of experience in systems support and analysis, mastery of all UDSMR product lines, familiarity with a variety of databases and applications, broad range of knowledge of computer and internet based applications, working knowledge of SQL. The ideal candidate will possess excellent communication skills, presentation experience, and the ability to work well in both a team environment as well as independently.

Our diverse team of highly motivated leaders, innovators, and healthcare experts are the secret to our 30 years of success. If you are a professional who collaborates with their team to deliver the highest quality customer service, then apply today!

UDSMR is an Equal Opportunity Employer /Affirmative Action Employer

Minority, Female, LGBT, Disability and Veteran

If you are interested or would like more details for submitting your resume, please contact **Natalie Scarcello 716-817-7803, nscarcello@udsmr.org.**