JOB POSTING –Systems Support Analyst
Full Time Salary Non-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 Systems Support Analyst is to analyze subscriber systems, test and provide technical support of product software based on a thorough knowledge of all UDSMR product lines. In addition, the Systems Support Analyst will be responsible for telephone and email support to subscribers using UDSMR proprietary software products and associated systems.

Knowledge and skills: Bachelor's Degree in a technical discipline or Associates Degree with strong technical background. At least 2 years of experience in systems support and analysis and/or mastery of all UDSMR product lines, familiarity with a variety of databases and applications, broad range of knowledge of computer and internet based applications. A working knowledge of SQL is a plus. The ideal candidate will possess a strong customer service focus and have excellent communication skills. The ability to work well in both a team environment and independently is required.

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 best customer service, then apply today!

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