



Job Description

Application Support Specialist

Position Summary:

Lattice, Inc. has an opening for an Application Support Specialist. After training you will be responsible for providing remote and on-site support for configuring, maintaining (on-going support), and upgrading software supporting our medical software applications.

Candidates must be able to provide remote and on-site go-live support with direct customer interaction and limited supervision. The responsibilities for this position include addressing customer support calls, analyzing software and basic hardware problems and identifying and implementing solutions to those problems. Our service professionals must understand and appreciate customer service level commitments and manage customer expectations and escalate issues as appropriate. Our service professionals also conduct on-site training with clients to ensure that client support staff can address day-to-day maintenance and operation of our software. Our service professional team members drive continuing product improvement by offering feedback and suggestions to our development team on a regular and real-time basis. When not providing direct customer support, the application support specialist will assist the QA team in system testing and verification.

Requirements:

- Professional experience administering Windows-based software applications.
- Experience with web-based software administration and handheld computer (i.e. Windows Mobile, Android)
- Proficiency in PC software and server applications, such as VMWare, Remote Desktop Services, Remote Access Services, HTTPS/SSL, Microsoft Excel, Microsoft Word and Microsoft Outlook required.
- Demonstrated problem solving abilities
- Willingness to travel 10% within the United States. Required to carry a 24x7 cell phone on a rotation basis for emergency support.
- Strong English written and oral communications skills.

Position Location: Wheaton, IL. Will consider remote workers.

To apply, eMail your resume along with a description of why you think you'd be a good fit for our positions to **careers@latticesolutions.com**.

Lattice, Inc. is an equal opportunity employer.