

United States Jobs Expertini®

Infrastructure Support Analyst

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Company: CompuGroup Medical Inc.

Location: Towson

Category: other-general

Create the future of e-health together with us by becoming an Infrastructure Support Analyst

At CompuGroup Medical we have the mission of building ground-breaking solutions for digital healthcare. Our vision is revolutionizing how healthcare professionals produce, access, and utilize information and thus enabling them to focus on the core value of their work: patient outcomes.

Your Contribution:

Arrive at the Owings Mills office every workday, if not on PTO.

Receive, log and respond to customers work order requests, troubleshoot software; and address hardware issues within the organization. Primary responsibility is user support and customer service.

Analyzes, troubleshoots, provides recommendations, and solves customer requests regarding IT items related to or affecting our software products.

Assist daily in on-site installations, upgrades, setups and configurations of network systems and available to users requiring technical assistance.

Respond to questions from callers and walk-ins; remotely assist staff with technology problems in offices and or training rooms.

Your Qualification:

Minimum of 1 year of experience in technical support on Windows operating systems, supporting complex and diverse hardware/software problems and troubleshooting Microsoft Windows 10/11 systems with a strong knowledge of Microsoft Outlook, MS Office and networking.

Previous customer service experience, strong analytical and communications skills required.

Able to handle constantly changing flow of traffic; remain productive during slow times; be able to

multitask effectively during busy times; and exercise patience and professionalism during stressful

situations. Also, able to provide technical support over the phone using good phone skills and professional

demeanor.

Antivirus and Spyware troubleshooting knowledge.

Excellent problem-solving skills and ability to visualize a problem or situation and think abstractly to

solve it.

Ability to work responsibly with minimum direct supervision.

What you can expect from us:

Purpose: Become part of an important missions. At the interface between healthcare and digitization we

create the future of e-health.

Communities: At CGM the people and diversity are in the center of our attention.

Career Opportunities: We are offering a variety of internal career opportunities and numerous long-term

perspectives.

Security: We offer a secure workplace in a crisis-proof market.

All-round benefits package: Medical, Dental and Vision as well as 401k with employer matching. Personal Time

Off to promote work life balance.

Work environment: Modern workplaces, flexible working hours, hybrid work options and much more

Convinced? Submit your application now! Please make sure to include your salary expectations as well as your earliest possible hire date.

We create the future of e-health.

Become part of a significant mission.

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