

# Software Support Specialist

Established as a not-for-profit organization in 1975, the National Commission on Certification of Physician Assistants (NCCPA) has certified over 131,000 physician assistants (PA) in the United States as of December of 2018. As the only certifying agency for PAs in the U.S., NCCPA ([www.nccpa.net](http://www.nccpa.net)) is dedicated to serving the interest of the public by providing certification and recertification programs that provide confidence in certified PAs who provide millions of patients with access to affordable, high quality care. As the physician assistant profession continues to grow, so does our need to add to our highly qualified dedicated team at NCCPA. We are now seeking to add the new position of Software Support Specialist to join our team.

NCCPA's Software Developers and Support Specialists use next-generation technologies based on cutting edge platforms that change how thousands of users connect, explore, and interact with information **and** our organization. We're looking for a Software Support Specialist who can bring fresh ideas from all areas, including information retrieval, distributed computing, system design, data storage, security, artificial intelligence, natural language processing, UI design and mobile; the list goes on and is growing every day. As a Software Support Specialist, you will work on mission critical projects with opportunities to switch projects as you and our fast-paced business grow and evolve. We need our Software Support Specialist to be versatile, display leadership qualities and be enthusiastic to tackle new problems across the full-stack as we continue to push technology forward. We are looking for someone that enjoy working in a collaborative environment but also can work on their own when required.

With our expected growth over the next few years we will be facing new and exciting challenges in IT. The mission of our IT is to build the tools, platforms, and applications that make it possible to plan, deploy, monitor and manage our data centers, networks, and applications used here at NCCPA.

## Summary/Objective

The Software Support Specialist provides solutions for customer facing support requests. This resource cooperates closely with IT business analysts, architects, developers and quality assurance specialists as well as with business subject matter experts in completing software related requests and planning and developing methods for data collection, storage, analysis and reporting.

## Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Responsibilities

- Provides customer facing support, including a proactive approach to improving levels of service where possible.
- Takes and manages requests that come in by phone, email or through the support ticketing system.
- Provides estimates of effort for assigned tasks.
- Troubleshoots simple to complex issues as reported by end users.
- Researches and resolves issues by writing simple to complex queries against databases.

- Maintains, establishes and follows documented release procedures and quality best practices to promote code revisions from development to testing and through release.
- Demonstrates initiative and proven follow through skills.
- Proven decision making ability and escalation skills.
- Manages workload and competing priorities to accomplish tasks within agreed upon timeframes.
- Analyzes and identifies trends in problems being reported and devises remediation measures.
- Analyzes existing data and metrics to determine trends and performance.
- Works with business to determine requirements for developing new reporting solutions.
- Manages, standardizes and improves the company's reporting solution by examining existing reports, determining origin and characteristics, documenting and presenting suggestions for improvement and implementing approved suggestions.

### **Competencies**

- Technical Skills.
- Business Acumen.
- Strategic Thinking.
- Customer/Client Focus.
- Teamwork.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to communicate with colleagues, operate standard office equipment.

### **Position Type/Expected Hours of Work**

This is a full-time position, and hours of work and days are Monday through Friday, 8:30 a.m. to 5 p.m. This position may require long hours and frequent weekend work.

### **Required Education and Experience**

- Bachelor's degree in Computer Science (mathematics, statistics or other business-related field) preferred.
- Exposure to Information Technology, demonstrating strong analytical and problem-solving skills.
- Experience with Microsoft programming languages and platforms including C#, VB.Net and ASP.NET.
- Knowledge of Microsoft SQL Server including development of simple to complex queries, stored procedures, triggers and functions.
- Understanding of data integration problems, including validation and cleaning of data.
- Knowledge of object-oriented and test-driven development concepts.
- Experience converting business requirements to technical design documents and in reverse engineering of software systems.
- Strong interpersonal and communication skills.

## **Preferred Knowledge and Experience**

- Experience with ASP.NET MVC programming is a plus.
- Experience with WPF UI development and MVVM or similar architectural patterns are a plus.
- Knowledge of SQL Server Integration Services (SSIS) and SQL Server Reporting Services (SSRS).
- Experience with Agile methodologies is a plus.
- Experience with Visual Studio Team Services using Git is a plus.

## ***Benefits Package***

NCCPA offers a competitive compensation and benefit package for those who join our team. Benefits include group medical, dental and vision coverage, health reimbursement arrangement, life insurance and short- and long-term disability coverage. In addition to time off for holidays, our employees enjoy a generous paid time off program for vacation, personal and sick time, flexible time, and telecommuting. Other benefits include a robust 401(k) plan, profit sharing as well as flexible spending, and tuition and health club reimbursement programs.

## ***Interested Candidates***

Please forward a copy of your resume and salary requirements to [HR@NCCPA.net](mailto:HR@NCCPA.net).

*NCCPA is an Equal Opportunity Employer*