

Open Position: Product Specialist

The Boston Software Systems Product Specialists work closely with customers to automate workflows in their facilities and to teach customers how to do this work themselves. Additionally our Product Specialists provide customer support and contribute to product development projects.

Boston Software Systems' technical training, project development and support involve working remotely with a variety of customer capabilities from high-end technical to non-technical users. You must already be a power user of Boston WorkStation or similar products, with a proven history of writing production quality automations against a range of different applications. You will need excellent communication skills and patience.

In a support capacity, you will need the ability to follow a logical troubleshooting sequence, to be responsive, and most importantly, be able to turn a reactive situation into a positive, proactive end user experience.

Essential Responsibilities and Duties:

1. Manage and develop workflow automation projects for our customers either as the lead developer, with other BSS staff, or with the customer in a mentoring capacity.
2. Responsible for conducting remote training classes that will cover product use, features, functionality and operation of our products.
3. Respond to product support questions from customers. Analyze problems and recommend corrective action

Minimum Experience Requirements:

- Healthcare information services experience required – either directly within a healthcare IT environment or experience working for a vendor who develops healthcare software
- Requires 2 - 5 years' experience in technical training; product support, and/or consulting in a healthcare environment and/or working with healthcare software products
- Proven and extensive experience writing production quality screen based automations against a range of different applications. Work examples are mandatory.
- Advanced knowledge of Microsoft Visual Basic, VB.net
- Advanced communications skills, strong customer service and excellent organizational skills
- Advanced presentation skills experience in both remote and onsite environments



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Specialized Knowledge & Skills:

- Strong communication skills, which include the ability to interpret and communicate complex technical information to others both technical and non-technical
- Strong customer service skills (friendly/outgoing while maintaining a professional demeanor)
- Strong organizational skills with ability to manage multiple tasks in a fast paced environment
- Strong analytical skills and proven ability to effectively troubleshoot a situation
- Ability to learn new concepts and adapt
- Must be independent, self-motivated, team player with people oriented personality