

PRODUCT SPECIALIST

We currently have an opening for a Product Specialist to work closely with customers to automate processes within their facilities. These projects involve working remotely with a variety of customer capabilities from high-end technical to non-technical users. With the ability to follow a logical troubleshooting sequence, to be responsive, and to be able to turn a reactive situation into a positive, proactive end-user experience, the primary responsibilities of the Product Specialist include:

- Managing and developing automation projects for our customers either as the lead developer, with other BSS staff, or with the customer in a mentoring capacity
- Responding to product support questions from customers, analyzing problems and recommending corrective action
- Preparing and delivering regular progress reports on projects to account managers

The ideal candidate possesses:

- Healthcare information services experience, either directly within a healthcare IT environment or experience working for a vendor who develops healthcare software
- Advanced knowledge of Microsoft Visual Basic and VB.net
- Advanced communications skills including strong presentation skills experience in both remote and onsite environments and the ability to communicate effectively with all levels of staff, both internal and external
- Excellent organization and follow-through skills
- Patience and the ability to interpret and communicate complex technical information to both technical and non-technical audiences
- Technical creativity – the ability to try non-traditional approaches to problem solving
- Strong customer service skills with an outgoing, professional demeanor
- Strong organizational skills with the ability to manage multiple tasks in a fast-paced environment
- Strong analytical skills and the proven ability to effectively troubleshoot a situation
- Ability to learn new concepts and adapt

About the company

Boston Software Systems revolutionizes how healthcare works by providing error-free automation for every application. Designed to meet the changing needs of the entire organization, our products are the most sophisticated automation platforms available. With the best reputation in the industry for ease of use, customer support and giving customers peace of mind that critical data is 100% error free, Boston Software Systems enables organizations to streamline complex business processes and improve productivity. We are searching for independent, self-motivated individuals with a strong technology background to add to our growing virtual team.



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Boston Software Systems, a company that highly values its employees, operates in a virtual work environment and provides excellent compensation and benefits. If you are interested in a growth opportunity in a dynamic organization please send your cover letter and resume with salary requirements to: hr@bossoft.com.

Visit us at www.bostonsoftwaresystems.com

Boston Software Systems is an Equal Opportunity Employer