

Job Title:	Technical Support Engineer	Reporting Authority	Team Lead – Tech Support
Department/Group:	Tech Support – Tier 1	Minimum Qualification	Graduation
Location:	Ahmedabad	Minimum Experience	Fresher
Shift Timings	EST (5:30 PM to 2:30 AM) PST (9:00 PM to 6:00 AM)	Certification:	NA

About eClinicalWorks:

eClinicalWorks (fondly called eCW) was formed in 1999 and has grown to become one of the leading companies in the field of **Healthcare IT**.

Since ages, humans have attempted to increase lifespan and improve the quality of health. Maintaining paper records of patients led to errors in handwritten prescriptions, lost patient files and incorrect medical treatment. This created the need for digitization of medical data. This has helped doctors and medical professionals reduce costs, reduce errors, and improve the quality of healthcare, both for doctors and patients.

We, at eClinicalWorks, have developed products that are used by over 130000 physicians across the United States. Apart from our cutting-edge EHR, our suite of products caters to bringing in efficiency and accuracy for the clinical staff using eCW. We have deep interoperability capabilities, driven by products like our Electronic Health Exchange platform (eHX) and integrations with top lab companies and Health information exchanges across the country. Through our software and services, we help the doctors achieve the highest level of their efficiency.

Since 1999, we have spread our wings not only across the 50 states of America but also created footprints across the globe. With 10 offices present globally, over 5000 employees are driven to provide healthcare technology solutions of today and tomorrow.

We, at eClinicalWorks, have dedicated our professional careers to improving healthcare.

We have been quoted in a Harvard business case study for consistently increasing revenue without any external funding since the beginning. We have not only won awards for creating exceptional, user-friendly products and services but also take pride in sharing the awards that our customers win for providing the highest level of quality healthcare to patients.

The healthcare industry demands immense responsibility from its professionals. We build a culture of openness and transparency in which all employees adhere to our Code of Conduct, maintain the highest professional standards, and participate in regular training in ethics, compliance, and patient safety.

We invite individuals with the highest levels of passion, integrity, teamwork, and respect to join the organization to create a long-term career with the mission of improving healthcare together!

Website - <https://www.eclinicalworks.com/>

Job Description

Position Pre-requisites:

- Fluency in English Communication (Written and Verbal both)
- Ready to work in Night Shift

Responsibilities:

- Find technical resolutions on issues or queries related to unknown or new scenarios
- Meet cases resolution SLAs
- Manage relationships with clients
- Work with cross-functional teams as and when required
- Keep up to date with all eCW products and their enhancements
- Maintain excellent customer satisfaction level
- Other duties as assigned

Requirements:

- Proficient with relational databases (MySQL, MsSql)
- Knowledge / Experience with Java or C++ (OOPs Concepts)
- Experience with Internet Protocols, HTTP / HTTPS
- Default ports for HTTP / FTP / MYSQL etc
- Experience with XML / XSL, Knowledge of SQL Server 2005, 2008
- Experience with Web Application Server(s), Understanding of 3 -Tier / N-Tier Architecture
- Basic Knowledge of Network Concepts (VPN, Telnet, Ping, Protocols)

Other Skills / Abilities:

- Telephone etiquette
- Fluency in English Communication
- Ability to balance multiple priorities
- Strong analytical and problem-solving skills
- Ready to work in 24*7 Shifts

Knowledge	Skills	Attributes
MS Office Database Queries MS SQL, MY SQL, JAVA, OOPs Networking – Troubleshooting	Communication (both verbal and written) Technical Skills Assertiveness Logical reasoning and Analytical skills Probing Interpersonal skills	Flexible Teamwork Integrity Ownership and accountability