

## IT Support Specialist

SA Ignite is looking for an outstanding technical athlete with strong interpersonal skills that can collaborate with the IT and client-facing teams to deliver the best most-scalable implementation for the organization.

Here's what we are looking for:

- 3-6 years relevant work experience
- Network administration and/or technology consulting experience preferred;
- Proficiency in networking (DNS, DHCP, Active Directory, VPN).
- Knowledge of Windows desktop operating systems, Windows server platforms.
- Excellent written communication skills
- Outstanding interpersonal skills
- Ability to coordinate across teams

### Had you been with us last month, you would have helped us with:

**Electronic Health Record ("EHR") Extractor Scoping:** You would have helped us to scope how to best create a new "extractor," (a tool that pulls data out of a physician practice's EHR system) and/or would have helped us identify how to best configure an existing extractor to meet the needs of a new client. The scope of possible configurations ranges from direct interface with client software UI (pull/scrape) to direct database access. To do this, you would have had to understand:

- The variety of configurations (thin client, thick client, web) of installation of client software and how these configurations impact how an "extractor" will need to be configured and installed.
- Identify, troubleshoot, research, support and resolve client EHR connectivity issues
- The file transfer protocols (SFTP, ssh) and firewall configurations that impact how information can be sent
- How to create the right kind of transfer protocol for a client and deliver personalized IT infrastructure support for each client installation
- The array of options for building new extractors (e.g., push/pull, robot) so that you could recommend enhancements to existing extractors with an eye towards scalability
- Perform SQL queries to ensure connectivity/data transfer and support integration testing

**Building our Operations and Implementation Infrastructure:** After spending time with a few implementations and interfacing with our clients and amazing implementation team, you would have been asked to help support our efforts to scale our implementation efforts. This means you might have:

- Document the general client install process and specific configurations needed for each client
- Built ad-hoc reports to support operational oversight (e.g., # of files uploaded by client, provider connection date)
- Document and maintain technical support metrics

- Developed Sharepoint integration with key database fields so that Operations/Implementation has top-down view of clients, providers
- Developed Sharepoint integration for maintenance of data fields (e.g., provider and user characteristics)

## **About SA Ignite**

SA Ignite, based in Chicago (IL), is passionate about improving the efficiency of the healthcare system by delivering a cloud-based platform that monitors and improves the usage of electronic health records (EHRs). Our technology saves our customers time, energy, effort, and money. Most importantly, we are driven by how our work can ultimately make the lives of our children, parents, spouses, brothers, and sisters healthier and happier.

We were founded in 2009, under the premise that there must be a better way to enable EHRs to fulfill their mission of improving healthcare. SA Ignite has since built an outstanding product offering, assembled a talented team, and grown significantly.

Our work environment includes highly capable and grounded co-workers, engaging work, casual dress, flexible schedules, competitive pay and stock package, and full health and dental benefits. We have mastered the art of working remotely and use video conferences and periodic in-person meetings to bring our national team together. We expect our team members to have the ability to work without much oversight because they continually demonstrate their work ethic and their alignment with our company goals.

## **Apply for this position if you are:**

- Mature, patient and great with people
- Intellectually curious
- Resourceful and a “doer”
- Collaborative and described as a “team-player”
- Honest, kind and appreciate others
- Self-directed and “own” everything you do
- A great problem-solver
- Open and reflective

## **Do not apply for this position if you:**

- Would feel uncomfortable without a well-defined corporate structure
- Have clear boundaries about where your job starts and stops
- Need policies and procedures to guide your decision-making
- You’re accustomed to asking your boss for your next assignment