

# SOPHRONA SOLUTIONS

## ***Job Description: Ophthalmic Support Analyst***

### Responsibilities:

The person in this role will be responsible for the following activities:

#### *Software Development Life-Cycle*

- Execute test plans, research and document issues, work with QA Management to prioritize testing tasks and bugs.
- Collaborate with clients at alpha and beta sites in performing user acceptance testing (UAT).
- Adhere to Sophrona Quality Assurance initiatives and change management process.

#### *Implementations*

- Assist in user acceptance testing (UAT) with clients to ensure systems have been properly installed and configured and work with implementation to address issues.
- Assist Sophrona trainers as needed in providing practice staff with adequate training.
- Develop 'skins' using CSS for portal applications to mimic look and feel of practice website and working with practice staff to ensure correct copy is used.
- Develop and modify SQL scripts to install new clients and/or new functionality for clients on Sophrona and client databases.
- Guide clients throughout user acceptance testing (UAT) and address issues resulting from UAT.
- Partner with client IT department and external vendors to configure server domains, routers, firewall, SSL certificate and webservice.

#### *Support*

- Research client issues as assigned; escalate to development team as appropriate; manage client expectations and provide them with consistent clear updates; communicate via email and phone with client staff as well as patients to assist development team in root cause analysis.
- Own periodic support rotation activities

#### *Business Knowledge*

- Develop and maintain a solid general knowledge of all Sophrona applications, their business purposes, and how the patient portal fits within the overall practice technology environment.
- Develop and maintain a detailed understanding of Ophthalmic scheduling in different practice settings including how GE Centricity, NextGen, Medinformatix, and other practice management systems are used for scheduling.
- Know how to use Sophrona support and testing systems (BugZilla, ZenDesk) and how to escalate issues within Sophrona.

#### *Administrative*

- Providing a weekly status report to Sophrona management.
- All client communications and emails are acknowledged or answered on a daily basis.

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## Required Skills:

- Solid understanding of ophthalmology and ophthalmic scheduling.
- Excellent verbal and written communication skills.
- Ability to effectively establish open communication and trusting personal rapport with client staff of all levels by phone.
- Able to self-manage time, prioritize tasks, provide estimates of how much time is needed to complete own tasks, deliver tasks on time.
- Clearly communicate with management and others when problems arise or when timelines will not be met.
- Adherence to Sophrona IT Security Policy & HIPAA rules for the safe guarding of personal health information (PHI) as applicable.

## Required Skills:

- Technical aptitude in the following tools and knowledge areas – Microsoft Office, MSSQL
- Comprehension of Database, IT infrastructure, networking, and information security concepts
- Some SQL experience - select, insert, update statements

## Desired Skills or Experience:

- IIS Configuration experience
- MSSQL – stored procedures, complex select, insert, update statements
- HTML

## Required:

- Four year college degree.
- Experience working in an ophthalmic practice.

## Organization:

- From time to time the person may be asked to work additional hours in order to support important release deadlines.
- From time to time the person may be asked to work special hours at night or on weekends in order to resolve urgent support issues.
- The person in this role may be asked to travel overnight in support of new client training and implementation as needed.

Sophrona Solutions adheres to a strict non-solicitation policy of client employees. Client employees must provide a letter of recommendation from their employer before entering into employment discussions with Sophrona