



Laurel Bridge Software, Inc.

500 Creek View Rd. Suite 200
Newark, DE 19711

POSITION: Workflow Support Specialist

Laurel Bridge Software is a growing company that provides solutions for medical imaging workflow, medical imaging archive consolidation, and enterprise-scale application development to the medical imaging industry. To grow these solutions, Laurel Bridge is searching for new talent.

See: www.laurelbridge.com

Submit resumes to: careers@laurelbridge.com re: Workflow Support Specialist

Job Overview

The Workflow Support Specialist installs, services, configures, tests, and troubleshoots Laurel Bridge Software's installed software in various installations around the world including hospitals, imaging centers, OEMs, etc. In addition, this position provides support for Laurel Bridge infrastructure used to support customer workflows. This role requires involvement on a day-to-day basis with clients and partners of Laurel Bridge. The position provides opportunities to grow within the company.

Job Description Details

- Software preparation, installation, configuration, and testing
 - Understand the client's computing ecosystem including hardware, virtual machines, databases, networks, cloud infrastructure, etc.
 - Work with the client to install Laurel Bridge software components on client or cloud infrastructure
 - Assist the client with configuration of the software
 - Work with the customer to perform validation tests and to test connectivity to and from Laurel Bridge software components
- Service escalation case management
 - Decipher service escalations raised by clients through the case management system
 - Investigate, diagnose, debug, and fix system, software, and/or workflow problems indicated by clients
 - Understand feature or change requests made by clients and apprise the engineering development team of the requests via the case management system
- Internal project management liaison
 - Work with internal project management resources to help drive successful implementations at various customer locations
- Customer training
 - Provide training for various Laurel Bridge applications and their use in a customer environment

Job Requirements

- Strong working knowledge of the Microsoft Office suite of tools
- Excellent client-facing and internal communication skills
- Excellent written and verbal communication skills
- Solid organizational skills including attention to detail and multitasking skills
- Ability to work with clients and staff through remote or in-person interactions

Preferences

- 2-4 years of experience in medical informatics or an appropriate field of study
- Understanding of medical imaging operations and processes
- Familiarity with Microsoft operating systems
- Familiarity with Microsoft SQL Server
- Familiarity with DICOM and HL7 protocols

Location

- Main Office or various remote locations considered

Compensation/Benefits

- Base salary
- Annual bonus based on company and individual performance
- Benefits
- Paid vacation

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