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# Example of Advanced Support Job Description

Our innovative and growing company is hiring for an advanced support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for advanced support

* The Patient Support Technician may perform some or all of basic patient care needs such as bathing, feeding, vitals, activities of daily living, and transportation of patients
* Provide timely and effective resolution to customer and PM requests
* Follow test plan to completion and make necessary adjustments to customer account
* Engage with the implementation team on the planning aspect of the implementation lifecycle
* Responsible for contact center (ECC and SCC) support, while documenting all defects discovered during troubleshooting process
* Responsible for validation, discovery, and global project planning for all prem-based leverage Projects to include Premise to cloud feature pairing
* Responsible for supporting local sales representative in their efforts to achieve and grow AAS product utilization in the assigned territory
* Identify additional sales opportunities and communicate them to the appropriate sales representative
* Provides clinical training and education to customers
* 10 Internal headcount

## Qualifications for advanced support

* Via testing an above average knowledge of RCCC policy procedures a plus
* Some knowledge of technical engineering application suites preferred (such as AVEVA,Autodesk, Bentley, Intergraph products)
* Graduation from an accredited four year college or university with major course work in a health care area, public administration, or a closely related field and EMS training credentials
* Five years of experience as a field paramedic
* Paramedic certification (Washington State and/or National Registry) current within the last 5 years
* Must have a current Washington State Driver's License