Systems Analyst / Developer – Job Description

The Systems Analyst / Developer position reports to the CIO and will work closely with InfraWare's customers, developers, production support staff, and 3rd party suppliers and consultants to analyze business processes and design, develop, test, implement, and maintain software applications.

InfraWare is an efficient entrepreneurial organization, so candidates must be highly self motivated and must understand the need to manage their own value proposition (i.e. ensure that they provide value for the investment). At a high level, this position requires:

- Excellent customer service skills (e.g. making customers feel comfortable when discussing technical issues, listening more than talking, efficiently guiding dialogs to actionable conclusions, writing clear, concise, articulate documentation).
- Strong analytical and diagnostic skills (e.g. quickly understanding data requirements and process flows for unfamiliar activities, methodically isolating root cause for exception events, naturally breaking complex issues into manageable and logical components).
- Innovative design skills (e.g. effectively utilizing available resources and existing technologies to provide ever increasing value, applying new technologies in novel ways to leapfrog incremental solutions, ensuring innovation is manageable, stable, and valuable rather than chaotic, fragile, and obtuse).

To develop or even recognize the above skills requires a significant investment of time. Consequently, candidates for this position should have at least 3-5 years of relevant IT experience.

Responsibilities:

- Apply technical expertise and development skills on IT projects and initiatives that support and enhance our customer facing and internal applications.
- Assist production staff with second and third level help desk support, user training, and application troubleshooting, installation, testing, and optimization.
- Write development specifications, system architecture, operations, and maintenance guides, knowledge base articles, customer facing support responses, and training materials.
- Multitask between multiple concurrent support issues and projects.
- Develop, maintain, and share both technical and health information industry expertise.
- Provide above services outside of normal business hours when appropriate. InfraWare is a 24x7 ASP and schedule flexibility is required.
- Provide above services under HIPAA and the highest industry security and privacy standards.

Relevant Technologies:

- Core: Microsoft web technologies including .NET, SQL Server, and IIS.
- Helpful: SSRS, Linux, C, Python, VoIP telephony, network & hardware infrastructure.