

**EHR APPLICATION HELPDESK SUPPORT ANALYST**  
**COMPANY: CORE SOLUTIONS, INC.**  
LOCATION: WAYNE, PA  
WEB SITE: [www.coresolutionsinc.com](http://www.coresolutionsinc.com)

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Core Solutions (CORE), headquartered in Wayne, Pennsylvania, is an emerging leader in providing Electronic Health Records solutions to the behavioral healthcare/human services industries, a \$135 Billion market. CORE believes the key to successful implementation of EHR solutions is aligning people and process with technology. Apart from offering a strong technology platform, CORE's professional services team helps customers realign processes to take advantage of new technologies for superior performance results.

CORE is seeking a highly qualified Application HelpDesk Support analyst who will be responsible for providing first line of application support to our EHR or EMR (Electronic Health Record or Electronic Medical Record) or Medical Billing systems users. In essence, it is a helpdesk position for a medical application.

The selected Application HelpDesk Support Analyst must be able to understand end user support issues and maintain complete control on the ticket resolution – from initial call, user training, bug resolution to a satisfactory close.

The ideal Application HelpDesk Support Analyst will possess the following experience/skill sets:

- Minimum two (2) years experience in support role in a product based environment
- Experience with EHR or EMR (Electronic Health Record or Electronic Medical Record) or Medical Billing systems experience.
- Strong customer support and trouble shooting skills
- Excellent communication and interpersonal skills
- Ability to work with multiple priorities in a fast paced environment
- Perform bug verification and testing on reported issues
- Self-motivated with a desire for continuous learning
- Knowledge of Healthcare industry is a plus
- Knowledge of SQL Server or Database skills is a plus
- All other responsibilities as assigned

Core Solutions, Inc. is an EOE.

If you are interested in our career opportunities, please email your resume with salary requirements to [jobs@coresolutionsinc.com](mailto:jobs@coresolutionsinc.com) or call Susan at 610-687-6080 x 122.

TAGS: healthcare, health care, software, HIPAA, technical support, meaningful use, EHR, EMR Electronic Health Record, Electronic Medical Record, Medical Billing, business analyst, systems analyst, help desk, helpdesk, application support specialist, training