

Verathon – Application Support Analyst

Verathon designs, manufactures and distributes reliable, state-of-the-art medical devices and services that offer a meaningful improvement in patient care to the health care community. Verathon was ranked among the fastest growing technology companies in Washington State in Deloitte's prestigious "Technology Fast 50" program in 2002, 2005, 2006, 2007 and 2008. Verathon was voted one of Washington's Top 100 Companies to Work For in 2007, 2008 and 2009. The company is headquartered in Bothell, Washington.

General Summary:

The Application Support Analyst's primary responsibility is to ensure that Verathon's technology users effectively use the business tools required to manage the organization; including ERP, CRM and reporting. This front-line position involves testing, implementation and support of new, enhanced and existing cross-functional information systems applications. The analyst will provide problem resolution to business technology users in a complex, 24x7 environment. Problem resolution will involve receiving, prioritizing, documenting and actively resolving user help requests. Remedies may require in-person, hands-on assistance interfacing with all levels of staff throughout the organization. Strong customer skills are essential.

Principal Responsibilities:

- Listen carefully to customers and colleagues, understand what is being asked for, and then use various techniques to provide a concluding solution while controlling their expectations.
- Create and maintain trouble shooting guides, test scripts and support documentation for key applications.
- Provide application system testing for developers and support Business Users acceptance/verification testing.
- Assist IT technical team in the deployment of new applications and enhancements to existing applications.
- Develop training materials, and conduct end-user training sessions company-wide on key software applications.
- Work in partnership with other departments as required ensuring correct exchange of knowledge and successful transition of developments into production.
- Facilitate meetings and work with a team of people with varied backgrounds - business analysts, technical experts, process owners, etc.
- Act as an interface between IT and Business Users, Auditors and Testers.
- Identify and learn appropriate software and hardware used and supported by IT.
- On call 24 x 7

Preferred Knowledge, Skills, and Abilities:

Education/Experience:

- Bachelor's degree from an accredited 4 year college or equivalent experience
- Minimum 5 years of experience in an IT end-user application support role.
- Experience in a manufacturing environment.
- Experience supporting web applications and web based technology.
- Experience working in a team-oriented, collaborative environment.
- Knowledge of basic computer hardware & software and server operating systems.
- Knowledge and experience of business processes.

Technical Skills:

- Ability to conduct research into a wide range of computing issues as required.
- Ability to communicate ideas in both technical and user-friendly language.
- Hands-on experience with Microsoft's SQL Server products.
- Experience with Excel Pivot Tables and OLAP cubes.
- Proven analytical and problem-solving abilities.
- Knowledge of automated testing tools.

Analytical Skills:

- Keen attention to detail.
- Ability to work independently.
- Ability to manage multiple task assignments simultaneously.
- Ability to absorb and retain information quickly.
- Adept at interfacing with users.
- Ability to effectively prioritize and execute tasks.

Language and Communication Skills:

- Exceptional customer service orientation.
- Strong written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport building, listening and questioning skills.

Personal characteristics

- Integrity.
- Good business judgment.
- Highly self-motivated and directed.
- Able to tactfully assert own opinions.

Physical demands:

- Required to hear and talk.
- Required to sit for extended periods of time.
- Required to use a telephone and a computer terminal for extended periods of time.
- Required to lift and move equipment and boxes up to 40 lbs.

Work environment:

- Most work is performed in an office environment with moderate noise or in a data center with medium level of noise.
- Some travel may be required (less than 10% of time); domestic, Canada and possibly overseas.
- Must have car and ability to travel to another facility.

Verathon offers competitive compensation and a complete benefits package to full-time employees including medical, dental, short-term/long-term disability, life insurance, flexible spending and 401k as well as the advantages of an environment that supports your development and recognizes your achievements.

Verathon is an affirmative action/equal opportunity employer and strongly supports diversity in the workplace. We believe that diverse ideas, opinions and perspectives will build a strong foundation for success.