



Support Analyst (with MOA background)

Permanent or Contract Positions Available

Plexia Electronic Medical Systems Inc. develops and maintains Electronic Medical Record (EMR) Software and services for physician practices, medical clinics, and hospitals. The industry is ever changing and we are looking for a dynamic and innovative individual.

If you are currently an **MOA (Medical Office Assistant)** (or have recently graduated), like to help people, and have a strong interest in computers and technology, Plexia would like to meet you. We are looking to hire eager technical support staff that can help resolve our client's problems.

Your involvement and participation will change our EMR and effectively change physician & MOA workflows, which will ultimately impact patient care. We are a flexible group and depending on your expertise, your position and duties will grow.

Due to conflict of interest, we will not consider applicants who work for existing clients of Plexia.

Requirements:

- learn quickly and hard working
- punctual and professional
- energetic and polite
- organized and detail oriented
- MOA experience or MOA diploma required
- Strong interest and familiarity with computers and technology
- Excellent customer service skills
- Good multi-tasking skills

Assets (higher priority will be given if you have any of these):

- previous experience with Plexia EMR
 - previous tech or customer service support experience
 - previous experience in the medical industry
- *please further emphasize if you have any of these in your application*

Duties:

- Answer/Reply to Technical Support level 1 related phone calls, tickets and emails
- Troubleshoot and address client requests, questions, and issues
- Documentation and follow up important
- Perform simple customizations for clients. Any programming experience/interest will be an asset.

Extended medical and dental benefits available after 3 month probation for permanent positions.

Please email a cover letter, resume and salary expectation to: careers@plexia.ca

We thank all candidates for their interest; however, only those selected for an interview will be contacted.