

Help Desk Specialist

Wappingers Falls, NY

Company Overview

RQI Partners, LLC is a joint venture partnership between the American Heart Association and Laerdal Medical, formed by the organizations to deliver innovative solutions that accelerate their lifesaving mission. The company blends the Association's leadership in resuscitation science and education with Laerdal's expertise in technology and implementation to deliver impactful and innovative resuscitation quality improvement programs.

The RQI program is a self-directed, simulation-based performance and quality improvement program for healthcare organizations and professionals that offers "low-dose, high-frequency" knowledge and hands-on learning sessions that provide vital CPR quality practice in @ 20 minutes every 90 days. RQI offers a comprehensive, end-to-end quality improvement program at a lower cost.

Position Overview:

Provide customer support and technical assistance for all RQI Partners programs.

Responsibilities:

- Answer phone calls and emails from customers including internal and external field personnel
- Create and maintain service tickets for all customer interactions, through to closure
- Collaborate and discuss solutions internally and outside the department to coordinate most effective solution.
- Software testing as required for all products
- Customer feedback reporting and escalation
- Providing exemplary customer service to all
- Identify emerging all issues for products; collect information, test and confirm, escalate as needed, provide team(s) work around or solution.
- Work with HealthStream Customer service team to ensure collaboration on escalations and solutions delivery.
- RQI communication management and coordination with customers and RQI sales team
- Strong computer troubleshooting
- Proficiency with Excel and Import File configuration
- Work efficiently and collaboratively in a team environment

Required Skills and Competencies

- Bachelor's degree in related field or equivalent combination of education and experience
- 1-2 years' experience in a customer service role supporting SaaS
- Strong communication skills, both written and verbal
- Ability to multi-task and switch gears easily
- Basic troubleshooting skills for PC's
- Project Management Experience preferred
- Occasional travel required