

# MedAmerica

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## BILLING SERVICES, INC.

**Title:**                   **Application Support Specialist**

**Summary:**

Responsible for the provision of application maintenance and support services to end-users of MBSI's business application systems to include, MedFM, Lynx, and Laserfiche, and to the related IT functions. The position reports to the Application Support Supervisor but works closely with and under the supervision of the application support team. Tasks include all billing duties such as preparing statements, ECS files, maintaining auxiliary files, and interfacing with insurance carriers, clearing houses, and business application vendors. Tasks may also include monitoring disk utilization, performance, active jobs, the system operator's message queue, and loading peripheral equipment such as tapes and printer paper.

**Key Responsibilities:**

- Deliver support to existing end-users and investigate and resolve application errors and discrepancies
- Provide correct responses to requests for support by means of for example: making modifications to system parameters, developing work-arounds or site-specific enhancements, reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation, or escalating requests to software vendors
- Liaise with software vendors on the development of system enhancements to overcome known problems or further fulfill user requirements
- Schedule, run, and monitor month-end processing, daily/weekly billing, statements, payment imports, and other operational jobs
- Maintain various application auxiliary files
- Develop, document, and perform test plans for application patches, upgrades, and configuration changes
- Maintain an in-depth understanding of industry application/implementation methodologies, tools and techniques
- Perform other duties as assigned by supervisor/manager

**QUALIFICATIONS:**

Degree in computer technology or related field and/or 2-5 years of application support experience is preferred but not required. Previous experience with implementing new software and administrating systems is a strong advantage. Experience documenting operational procedures and working with end users in resolving problems is desired.

A successful candidate will possess the following skills:

- Strong interpersonal, active listening, and communication skills
- Demonstrated strong customer service orientation
- Proficient knowledge of billing and coding operational workflows in order to translate functionality requirements into application configurations that meet end-user requirements
- Ability to work independently in an environment with multiple work demands and focus on detail
- Ability to manage multiple priorities, projects, and display flexibility in a fast paced and changing work environment
- Keen attention to detail
- Self-motivated and directed

### **Why Apply at MBSI?**

We offer an EXCELLENT work environment as well as an OUTSTANDING benefit package and a COMPETITIVE wage. Benefits include: medical, dental, vision and life insurance; company matching retirement plan (**120% up to 6%!**); EAP, flexible spending accounts, paid time off, 9 paid holidays, tuition reimbursement and much more.

Applications available at our website [www.medamericabilling.com](http://www.medamericabilling.com). Fax completed applications to 510-879-9134. Or pick up an application at our office 1581 Cummins Drive, Suite B Modesto, CA 95358. Only qualified applicants will be interviewed. Previous employment will be verified as well as a criminal background check.