

End-User Support Specialist

InSight Telepsychiatry – Inpathy

Position Summary

InSight Telepsychiatry is seeking an end-user support specialist to join our support team in Marlton, NJ or remotely and connect regularly to a national team of colleagues. This person would serve as the primary liaison between end-users of InSight’s videoconferencing technologies and the support team on issues relating to set-up, troubleshooting and service to our partners (customers) and consumers (patients). The end-user support specialist will focus much of his or her time on supporting the users of InSight’s direct-to-consumer, telebehavioral health Inpathy platform. The end-user support specialist should have a strong customer service background and be passionate about increasing access to behavioral health through technology.

Organizational Overview

Inpathy is a division of InSight, the leading national telebehavioral health service provider organization with a mission to increase access to behavioral health care through telehealth. InSight’s behavioral health providers bring care into any setting on an on-demand or scheduled basis. With over 18 years of telepsychiatry experience and an active footprint in telepsychiatry-related advocacy, InSight is recognized as an industry thought-leader. InSight is the telemedicine arm of the CFG Health Network, a behavioral health organization that delivers onsite services across the spectrum of care. These roots in onsite care influence InSight’s approach to appropriate, quality services delivered through telehealth.

www.inpathy.com

www.insighttelepsychiatry.com

Job Responsibilities

- Provides first-line support to all users of the Inpathy platform, including consumers, providers and partners
- Ensures all end-user requests are either resolved or referred (via a warm handoff) to the appropriate team member
- Assists end-users with the Inpathy registration process as needed
- Responds to the support hotline and email, and maintains accurate, detailed information within our support ticketing system
- Escalates issues and/or bug discoveries to our technology vendor promptly, documenting details of the attempted solution(s)
- Simulates or recreates processes to resolve operating difficulties and recommends system modifications to improve performance
- Communicates with end-users to resolve support issues quickly and with patience, via email and phone
- Translates support issues into clear instructions and guidance for end-users of varying technical comfort levels
- Accesses the Inpathy platform in order to resolve issues

- Works with Inpathy product manager and technology vendor to identify system bugs and opportunities to improve end-user support, by monitoring issue trends
- Understands the workings of the Inpathy platform thoroughly, including end-user actions, common troubleshooting issues, and resolution steps and all system components
- Updates and maintains all support-oriented documentation as it relates to new feature releases, training and troubleshooting, in coordination with the Inpathy product manager and technology vendors
- Helps InSight's partners and internal team members with the set-up and support of various other video conferencing technologies, to create an excellent end-user experience
- Assists with training internal and external users of Inpathy and other systems
- Other duties as assigned

Job Requirements

- Minimum two years of customer service experience in a technical environment
- Friendly, patient, service-driven demeanor
- Bachelor's degree
- Ability to fully articulate complex technical solutions to non-technical end-users in a clear, concise manner
- Demonstrated experience troubleshooting and diagnosing a wide variety of issues related to the technologies accessed by end-users, such as other online platforms, mobile devices, or other technology products
- Ability to employ "active listening" skills to understand users' needs
- Familiarity with a variety of operating systems, including Windows and Mac
- Ability to prioritize requests based on need and impact

Ideal Candidate

- Direct customer service experience working with end-users of technology
- Sensitive to the nature of working in a healthcare environment and interacting directly with consumers
- Displays a strong sense of empathy and strives to leave partners delighted in their experience with InSight
- Maintains a patient, graceful and kind disposition while operating under pressure and interacting with a variety of individual personalities

Logistics

- Position available immediately
- Position based in Marlton, NJ or remotely
- Reports to Product Manager

To apply, please send your resume and a customized cover letter to recruiting@in-sight.net.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

EOE M/V/F/D