

## Technical Support Specialist

**CareRight Technologies, LLC.** Is looking for a hard-working, flexible, and talented individual to provide basic to mid-level, direct, end-user support to our customers who use our medical software. This position requires the ability to diagnose, identify, troubleshoot, test, and document a variety of issues. Requires a courteous individual who can provide patient and efficient assistance pertaining to software.

This position offers the potential for substantial professional growth in terms of skills, and technical knowledge. Superb on the job training is available.

### Technical Support Specialist Job Responsibilities:

- Handle customer technical support cases through phone and email submission
- Log bugs and enhancement/updates requests
- Document software updates and training materials for users
- Maintain application standards by testing and assessing new and modified application components
- Trains end users on usage and best practices for using the software

### Work Hours & Benefits:

Monday-Friday only

Full-time

Remote work available 1-2 days a week

\$19 - \$23 per hour

Tuition reimbursement for education

Paid time off: 11 paid holidays and 2 weeks paid vacation

Annual Bonus Potential

### Technical Support Specialist Qualifications/Skills:

- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Highly organized and detail oriented
- Proficient with the ability to quickly learn an array of computer software
- Strong analytical and problem-solving skills
- Proficient with Microsoft Office Suite or related software
- Passion to work in a dynamic and fast-paced small-company environment

### Education, Experience Required:

Requires a High School Diploma or equivalent 1 year experience or 2 year Degree  
Inbound/Outbound technical support center experience preferred

Work Location: Laramie, Wyoming - Downtown office

If you think you are a good match for this position, please call **(307) 760-5467** or email [support@carerighttech.com](mailto:support@carerighttech.com) to set up an interview.