

Job Posting

Class: Permanent, Full Time
E08 – 003

Posting Date: August 29, 2008

POSITION: HOME HEALTH SOFTWARE SUPPORT – APPLICATION SUPPORT SPECIALIST

Our Home Health support desk requires an additional member to provide support for Progres's Home Health Management System software. This position, located in a western suburb of Chicago, will report to the Customer Support Manager. The successful candidate will be detail oriented, able to follow through on assigned tasks and works well in a team environment.

Progres Health Systems (formerly 3M HHS) helps to ensure that organizations have the quality of data that they need to comply with regulations, improve the quality of patient care, and manage resources effectively. Our clients include certified home health agencies, hospice, and private-duty agencies, many with multiple provider numbers and branches. Headquartered in Salt Lake City, Utah, Progres Health Systems (formerly 3M HHS/Progres HHS) is a member of the [Procura](#) family.

We are looking for an individual with the following traits and abilities:

- Ability to provide outstanding software support services to customers
- Must be computer proficient
- Must exhibit patience and a professional demeanor at all times
- Strong written and verbal communication skills
- Quick learner and analytical thinker with an analytical approach to problem solving
- Ability to manage multiple activities and be self-directed
- Flexibility with hours of work and willingness to adjust working schedule upon request
- Assume on-call responsibilities 24/7 on a rotating basis

Preference will be given to individuals who possess experience in one or more of the following:

- Home Health Nursing experience
- Home Health Business experience
- Previous health care or health information systems experience
- Previous financial experience
- Working knowledge of Oracle SQL Plus
- Familiarity with network technologies and Windows XP and 2000
- Working knowledge of a Home Health Management Software System
- Previous Software Support Desk Experience

Progres Health Systems is willing to train the right candidate.

Response Information

Interested candidates should email their resumes in word or pdf format to hr@progreshealthsystems.com.

Any hard copies should be marked Attn: Human Resources, 4516 South 700 East, Suite 160, Murray, UT 84107