Job Description

Job Title: Application Support Software Engineer
Department: Information Technology
Reports To: Manager- Software Development
FLSA Status: Exempt
Location: Hybrid, Twin Cities Metro Area

Mission
The American Registry of Radiologic Technologists promotes high standards of patient care by recognizing qualified individuals in medical imaging, interventional procedures, and radiation therapy.

Vision
ARRT will be the premier organization for credentialing healthcare technology professionals in medical imaging, interventional procedures, and radiation therapy.

Values
ARRT is a principled and mission-driven organization that values and demonstrates quality, integrity, objectivity, and evidence-based decision making.

Position Summary:
The Application Support Software Engineer (ASSE) provides support to ARRT end users' application needs. The ASSE monitors the issue log(s) and ticketing system while providing tier-1 support for requests and incidents. This support includes items related to website applications and administration tools, and may include: database queries, simple website updates, or correcting incorrectly entered data. The ASSE partners with the software application developers for resolving complex issues or escalating new feature requests.

Duties and Responsibilities:
Analysis
- Work with end-users to conceptualize, evaluate, and clarify needs, issues, and requests.
- Request additional information from end-users to further understand their needs.
- Use documentation, process flows, and data tables to identify and evaluate problems.

Documentation
- Create support documentation including resolutions for repeat occurrences of requests or issues.

Security
- Use best industry standard security practices and internal policies in all software support functions.

Application Support
- Become familiar with support contracts and use vendor provided technical support as needed to solve problems.
- Effectively use the ticketing system to monitor end-user requests and resolve requests or incidents.

- Demonstrate SQL database skills to query data, edit data fields, and analyze data issues.
- Demonstrate ability to read, troubleshoot, and modify .NET applications.
- Demonstrate understanding of change management process.
- Remain current with new software and hardware techniques or products.
- Continuously look for ways to improve information technology department services.

Miscellaneous
- Perform as a member of the Information Technology department and participate in operational duties as required.
- Perform other tasks as required.

Skills and Abilities:
- Learn, understand, and apply ARRT business processes.
- Gather data, compile information, prepare reports, and manage databases.
- Apply technical and procedural knowledge to correctly address a situation, recognize trends in theory, and anticipate changes effectively.
- Continuously learn and apply industry technologies and best practices.
- Demonstrate innovative approaches and solutions to technology challenges.
- Possess basic knowledge of C#.NET, software development principles and best practices, web technologies, HTML/CSS, JavaScript, and Angular or Blazor.
- Superior attention to detail; ability to think creatively, strategically, and analytically.
- Decision making capabilities and practices of identifying options, gathering and accounting for conflicting priorities and constraints, and choosing optimum courses of action with the information available.
- Critical thinking and problem-solving skills and applications.
- Strong prioritization and organizational skills.
- Professional interpersonal skills with a friendly presence.

Minimum Qualifications:
- Associate degree in Computer Science or equivalent industry experience
- 1-2 years minimum experience using C#.NET in a development or support role

Preferred Qualifications:
- Bachelors or master's in computer science

Physical Demands:
Close Visual Acuity: Preparing and analyzing data; viewing a computer screen; and extensive reading
Fingering: Typing, or otherwise working, primarily with fingers
Hearing: Ability to receive detailed information through oral communication
Reaching: Extending hand(s) and arm(s) in any direction
Sedentary Work: Sitting most of the time; occasional walking and standing
Talking: Spoken word activities can be relayed accurately, loudly, or quickly