Application Support Specialist
University at Buffalo, The State University of New York

Job Title	Application Support Specialist
Department	SDM IT
Institution	University at Buffalo, The State University of New York
	Buffalo, New York
Date Posted	Nov. 15, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
Job Website	https://www.ubjobs.buffalo.edu/postings/54148
Apply By Email	
Job Description	

Position Summary

The **School of Dental Medicine's** Information Technology (SDM IT**)** is looking for an **Application Support Specialist.** The Application Support Specialist will serve as a member of the SDM/IT Application Services team supporting faculty, staff and students at the UB School of Dental Medicine with clinical, research and educational software systems, including the axiUm Electronic Medical Record (EMR) system. The ideal candidate will foster congeniality with OIR teams to support projects that optimize workflows. They will also showcase flexibility and a willingness to learn and assist with projects to meet the needs of SDM.

Service delivery activities include:

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- Assist with ongoing support of all clinical, research and educational software systems, including the axiUm Electronic Medical Record (EMR) system. Support upgrade projects for the software as well as assist with any projects to modify/augment the software to the needs of SDM.
- Support users by providing consultation of the products and how best to incorporate/adjust business processes to align with system capabilities. Assist in configuring the systems to function as desired. Troubleshoot system issues/errors. Act as a liaison between users and the vendors to resolve issues. Recommend changes as needs are identified.
- Assist in researching/recommending/implementing development methodology standards and best practices to allow for prompt response to business requirements.
- Assist the Axium administrators with implementing and documenting a configuration change strategy to ensure changes are made in a planned and tested way.
- Directly support faculty/staff/students with services provided in the OIR service catalog.
- Assist the development team in the development and maintenance of standards around the SDLC to include requirements, testing and documentation.
- Assist in analyzing and testing applications to support clinical, educational and research activities of the School of Dental Medicine.
- Assist in understanding, articulating, analyzing and implementing the practices, processes and policies by which offices we support conduct their business.
- Answer customer/colleague question regarding programs, applications and databases. Work with development team to provide assessment and effort estimates / costs for requests to include the time from project initiation to production deployment and project closeout.
- Support users by troubleshooting system issues/errors identified by the Help Desk and proposing solutions to issues found. Answer customer/colleague questions regarding programs and applications.
- Work closely with internal technical support groups to ensure application issues or bugs are addressed in a timely fashion and in accordance to customer expectations.

This in-person IT position is in a 24×7 business environment and may require occasional scheduled and unscheduled work during non-business hours, including evenings and/or weekends.

Additional Information:

1. Learn about our **benefits**, where we prioritize your well-being and success to enhance every aspect of your life.
2. Learn more about what it looks like to be a part of the **University at Buffalo community**.

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

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Minimum Qualifications

Bachelor's degree in computer science, engineering or related fields required or a combination of education, specialized training, and experience equivalency will be considered as a substitute for one of the listed disciplines.

Preferred Qualifications

- More than two years of application services support experience in a large organization, preferably in the healthcare field is required, more experience is preferred.
- Proficiency in communicating effectively by speaking, listening and writing in a clear, thorough and timely manner using appropriate and effective communication tools and techniques is required.
- Demonstrated ability to work cooperatively and effectively with others to set goals, resolve problems, make decisions that enhance organizational team effectiveness, and participate in teams by positively influencing others to achieve desired results that are in the best interest of the organization is strongly preferred.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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