

## POSITION DESCRIPTION

Position Title: **SOLUTION SPECIALIST**

Reports To: Product Director

### PURPOSE

ComplyMD's mission is to be recognized as the progressive facilitator of surgical encounter documentation. We will enhance the physician-provider relationship with patients in optimizing outcomes, improving care communication and ensuring efficient payment and reimbursement.

ComplyMD is an innovative and promising organization that provides surgical encounter documentation to optimize the physician's mindshare and to efficiently code procedures in near-time compliance. ComplyMD has the strong support of the hospitals, surgical centers and physician offices utilizing Surgeon Notes©. We have an asset base of intellectual property, team passion and reference customers. Corporate goodwill does not come easy. ComplyMD has invested its talents in building a client base that is pleased with Surgeon Notes©. ComplyMD has formalized processes and disciplines to ensure client references, launch a scalable sales team and provide a repeatable implementation process.

To reliably deliver our solution, Solution Specialists are essential for proper support, analysis and configuration. They enable every ComplyMD Clinical Specialist to successfully train and implement ComplyMD Surgeon Notes, while maintaining product support, troubleshooting and planning product improvements and enhancements.

The Solution Specialist is to be focused on the ComplyMD Surgeon Notes Production Support, Business Analysis and Technical Support. Solution Specialists are tightly coupled with Clinical Specialists and Surgeon Notes users; troubleshooting day-to-day issues as well as ongoing product stability and support. The Solution Specialist is to ensure the clean application operation for Customers and Clinical Specialists, while planning for product enhancements that impact user experience. As Specialists develop, they will expand the ComplyMD Knowledge Base for subsequent product and implementation efforts. They will aid the Product and Engineering team in the testing and verification of future versions of ComplyMD. They will establish tools and techniques to improve operations and user experience. They will aid in data gathering an analysis for business intelligence. Solution Specialist will also be responsible for internal IT planning and support. They are to ensure the technical tools are purchased maintained and supported, including computers and software tools. Solution Specialists have core objectives.

- Target 99+% Uptime for all 24x7 Customer Activities
- Enable Clinical Specialists Complete 80% of Surgical Case Training within 60 days of Kickoff
- Ensure company IT assets are maintained and supported.

## ESSENTIAL FUNCTIONS AND BASIC DUTIES

- I. **Sales:** *Be a Big Fish in a Small Pond; Find the Next Lake to Conquer*
  - a. Understand ComplyMD Surgeon Notes product's various user roles (Surgeons, Nurses, HIM staff, physician office personnel)
  - b. Validate the technical Discovery documentation from Business Development
  - c. Gather necessary technical information for Surgeon Notes Implementation
  - d. Resolve technical solutions for final prospect
  
- II. **Service:** *Know how we Do It and Do how we Know It ...*
  - a. Follow and refine the Surgeon Notes Support and Product Roadmap
  - b. Track, qualify and resolver issues and user suggestions, etc.
  - c. Assist Clinical Specialist in Account setup and installation for all new users at new facilities
  - d. Level Two support services of the product
  - e. Work with Clinical Specialist on refining Surgeon Notes product and process at each facility
  
- III. **Product:** *Know what we Do and Do what we Know...*
  - a. Qualify feedback from Clinical Specialists to prioritize Product Backlog
  - b. Qualify requests from Clinical Specialists for future enhancements
  - c. Build quality Use Cases for functional requirements that reflect needs in the field and reasonable capabilities within the product.
  - d. Review detailed documentation of irregular product behavior and provide solutions for fixes
  - e. Work with Product Management to further Product Roadmap
  - f. Assist and/or lead User Acceptance Testing of ComplyMD Surgeon Notes releases
  
- IV. **Stewardship:** *Predict the Results of our Labor and Labor to meet what we Predict...*
  - a. Work with Clinical Specialists to resolve issue encountered and appropriate issue solutions
  - b. Review Implementation Schedules with Clinical Specialists to view progress and snapshot of implementation success, issues, etc.
  
- V. **HR:** *Employ folks who take Ownership and provide Ownership to those we Employ*
  - a. Assist in the recruiting and retention of other high-value, high-energy associates
  - b. Nominate associates for Silver Scalpel awards

## QUALIFICATIONS

### EDUCATION

- A four-year degree in Computer Science/Engineering, Information Systems or equivalent experience is preferred
- College-level course work in Systems Analysis, System Architecture, Relational Database Management is preferred
- Experience will be considered in lieu of the degree

### EXPERIENCE DESIRED

- Understanding of ComplyMD's solutions and offerings
- Understanding of the technical processes, operation processes and architectural framework
- 1+years of software-based experience
- Proven successful team project track record
- Proven planning and implementation track record
- Proven management track record; financial responsibility is expected
- Demonstrated management, motivational and leadership skills
- Effective troubleshooting and problem-solving skills
- Previous experience in supporting or driving business development
- Strong public-facing relationships and community involvement

### SKILLS/ABILITIES

- Able to organize and participate project teams
- Small team leadership when called upon
- Good written communication abilities
- Excellent analytical and technical skills
- Appreciation of technology for business solutions

