

JOB DESCRIPTION: User Experience Specialist

Company Overview

Keeping patients healthy is their specialty. Healthcare IT is ours. We strive to make technology invisible and allow our clients to spend as much time with their patients as possible. We never forget that it's not about bits and bytes but about how it all helps to make a patient smile, a loved one be reassured, and a caregiver feel confident. We manage IT services for medical practices, clinics, and social service non-profits so technology works for them, and not the other way around.

Employee Value Proposition

Handing a stethoscope to an auto mechanic doesn't make him a doctor. Anyone can "fix" a problem, but it takes a specialist to diagnose, heal, and implement change for the long-term. At baytechIT, we understand healthcare, business, and technology (in that order).

Healthcare, because there is no other Managed Service Provider that can say "that's all we do."

Business, because we understand it all has to do with managing IT to make an organization more profitable, save them more money, or make them more efficient.

Technology, because we've designed and managed some of the most advanced healthcare IT networks on the planet and can back up our work by offering the only "thirty day out clause" in the industry.

For us, it's all about being one of *them*. Everything we say and everything we do must be about becoming a client's IT partner. An employee would never think about telling the boss that "it's not in my job description." They might think about it, but if they say it, it'll probably be the last thought they have as the door shuts behind them.

If we're going to be their IT department then we have to *act* like it. That means no in scope and out of scope arguments. That means always doing what we think is best for them knowing that if we put ourselves first, they can show us that door at any time and for any reason.

We'll never compete on price because no one offers more for one monthly fixed fee.

We're the experts but they're always right. If they're not, we listen and offer alternatives. No one likes a preacher (except in church).

The only attitude we carry with us is gratitude. We never forget that the lifeblood of every healthcare organization is technology. They've entrusted it to us. That's a responsibility we'll never take lightly.

Title

User Experience Specialist

Location

Western Massachusetts

Role Description

“User friendly” has become something of a cliché in our society but this job demands someone who lives and breathes that mantra. Are you fluent in geek speak? More importantly, can you translate the technical jargon into language and process that the other 90% can understand and embrace? Answer yes and our User Experience specialist position may be for you.

The User Experience Specialist is wholly and solely focused on what it's like to use technology and how to make the experience better. You'll focus less on the device and much more on the interaction – ease of use, efficiency, and the overall satisfaction of the customer.

In addition to core knowledge in how to use structured data, you must possess a strong understanding of key modern platforms including, but not limited to, ServiceNow, Office 365, Microsoft Teams, and Slack (to name few). You're expected to assess the strength of these and other systems relative to accomplishing client goals (and then describe and define the way in which they'll all interact).

You will work independently and in collaborative team environments with end users, application analysts, system engineers, platform architects, and others to design, build, test, and deploy novel solutions that exceed customer expectations.

The right candidate is a thought leader who is constantly focused on how things can be done better, faster, and with quality and consistency. Good enough is not good enough. You won't be bored. You'll be pushed and challenged to grow and learn as well as teach and expand the perspectives of those around you.

While you'll have a seat in our home office, there's always the expectation that you'll need to go where we're needed. You can expect some travel to client sites – most are local, but there's a distinct chance that you may have to take a plane and spend a couple of nights away every now and again.

Did we mention this position starts immediately?

Responsibilities

- Lead the design and deployment of new features and functionality to support client business needs
- Design and validate systems automation for business efficiency
- Design and validate cross-platform integrations
- Develop training and education materials in various mediums
- Travel to client sites, dress and interact professionally with clients, and work at client sites when necessary
- Participate in technical Requirements Gathering, Service Improvement and Planning workshops as needed
- Develop support scripts and procedures for use by the Service Desk and validate automation tools for the purpose of standardizing service delivery
- Create, maintain, and participate in data protection, business continuity, and disaster recovery planning and testing

Qualifications, Strengths, and Skills

- Extensive knowledge of ServiceNow
- Exceptional interpersonal, facilitation, and presentation skills
- Minimum 4 years as a customer focused user experience analyst
- Able to readily describe complex systems in non-technical terms
- Documenting and diagraming platform current and future states
- Ability to look at multiple tasks, request, and issues and independently make good decisions to prioritize work for the good of the client

Additional Notes

- Assess own strengths and weaknesses; Pursue training and development opportunities; Strive to continuously build knowledge and skills; Share expertise with others
- Approach others in a tactful manner; React well under pressure; Treat others with respect and consideration regardless of status or position; Accept responsibility for your own actions; Follow through on commitments

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