



# Solution Support Lead

Baltimore, MD, USA Full Time

## JOB DESCRIPTION

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Join **Advanced Metrics** as a **Solution Support Lead** and use your passion to develop and implement innovative software solutions that have a true impact on the well-being of communities and individuals. Please email a letter of interest and resume to: [careers@ametrics.org](mailto:careers@ametrics.org)

The **Solution Support Lead** is responsible for assisting in the maintenance of positive business practices. This position leads Solution Support, co-leads the Project Management Resource Team, assists with marketing, lead coordination and the SOC2 audit process. This is a collaborative position that requires working with the Advanced Metrics team and its customers to solve problems, create efficiencies, and help drive the business forward. This position reports directly to the Chief Operating Officer (COO).

### **Job Duties and Responsibilities Include:**

Solution Support:

- Oversees all of Solution Support. Responsible to ensure Solution Support tickets are resolved to the customer's satisfaction.
- Interface with department leads or appropriate personnel to resolve Solution Support tickets.
- Oversee all incoming Solution Support tickets, respond to each with personalized message within 24 hours.
- Triage tickets to the appropriate department, in a timely manner. Assist in the prioritization of tickets.
- Provide top level, consistent and attentive internal and external customer service throughout the life cycle of each Solution Support ticket. Promptly alert upper management of any extenuating issues.



- Maintain detailed documentation for each ticket for correct reporting.
- Prepare weekly Solution Support reports for all solutions as well as all relevant KPI data reporting needs over time.
- Work with leadership to monitor growth and expansion needs of solution support center to ensure customer service resources grow in tandem with company expansion.
- Ensure the Support Desk maintains HIPAA, FERPA, and SOC 2 compliance requirements.

#### Project Management Resource Team:

- Advanced Metric's Project Management Resource Team (PMRT) is a central place to define and maintain company standards, procedures, and documentation.
- The Solution Support Lead works in conjunction with the CEO and COO on all matters related to the PMRT.
- Coordinate weekly meetings with Business Analysts and Project Managers.
- Create and maintain an up to date and standardized core packet of templates for Project Management. Standardize documents with branding.
- Create and maintain Standard Operating Procedures to accompany Project Management templates.
- Work with the co-lead, Business Analysts, Project Managers to ensure projects are uniformly managed, documented and reported upon.
- Standardize onboarding of new hires documents.
- Collect and organize data for weekly reporting to the CEO and COO.
- Create and maintain Project Management workflow as an ongoing living document.
- Work with COO to ensure policies and operating procedures are reviewed annually.
- Ensure documents are version controlled and maintained.

#### Marketing and lead generation committee member:

- Assist with the implementation of marketing, lead generation plan and sales funnel, participate in weekly marketing and lead generation meetings.
- Assist with the oversight of monitoring and improving efficiency in the CRM software program to include ensuring detailed documentation is maintained for all communication within the CRM software.
- Support of the distribution of weekly CRM reporting to the Operations team.

#### SOC 2 Compliance:



- Assist with the organization and maintenance of SOC 2 compliance tasks to ensure documentation of controls and reviews are organized and readily available.
- Maintain Standard Operating Procedures, annual event reminders for reporting completing all tasks with accuracy and integrity.
- Streamline the compliance tasks where possible.

### **Required Knowledge, Skills and Abilities:**

- Knowledge of computers and web-based software systems. Sees the potential in and understands the use of technology in process improvement. Understands how information technology tools simplify, streamline, and improve overall output.
- Ability to work collaboratively with others.
- Ability to prioritize, organize, and multi-task.
- Ability to incorporate company values in all aspects of role.
- Understanding of the importance of company culture and potential positive impact this position has on company culture.

### **Hours/Locations:**

- Full-Time (40 hr/wk) Flexible Schedule.
- Advanced Metrics has offices in Mountville, PA (Lancaster County) and Baltimore, MD. Staff living in PA, MD or surrounding states are able to work on a remote basis but must be able to travel to Mountville and/or Baltimore for meetings, trainings, etc.

### **Advanced Metrics Team Members Experience Benefits Such As:**

- Competitive Salary
- Medical Plans
- Wellness Opportunities
- Opportunities for Advancement
- Pride in Working for a Mission Driven Company
- Support to Meet Professional and Life Goals

### **About Advanced Metrics:**

Advanced Metrics, an affiliate of Community Services Group (CSG), is a mission driven Certified Benefit Corporation. Our team of professionals adheres to a core set of values - Trust, Quality, Mindfulness, Happiness, Integrity, Goodwill, Grit, and Partnership - that compel us to be more than a software company and guides our daily aim to Make Data Human. We believe that collected data should be of value and utilized in a straightforward and uncomplicated manner and that data collection and utilization seamlessly integrated into a practitioner's daily routine, enhancing measurement-based decision making and ultimately improving patient outcomes.



### **Qualifications:**

- Bachelor's degree in business, social work, psychology, computer science, sociology a plus.
- Must be able to work flexible hours.
- Must have valid driver's license, good driving record, and access to a reliable vehicle to attend trainings, and meetings, which may include occasional overnight stays.
- Must have the ability to obtain clearances, as defined by regulations.
- If you are interested in joining a multidisciplinary team of professionals dedicated to the Advanced Metrics Mission and Visions apply today!

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Advanced Metrics & Community Services Group (CSG) are proud to be Equal Opportunity Employers supporting Workforce Diversity.

**Please email a letter of interest and a resume to Advanced Metrics at [careers@ametrics.org](mailto:careers@ametrics.org)**

Posting: February 28, 2022