Job
[Tingting Jiang](·) · 21, 2022

InterSystems 2 Technical Specialist Implementation

InterSystems Technical Specialist *Implementation*   Belinda.Glasson@intersystems.com

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Location Beijing

Job Title Technical Specialist

Department Implementation

Reporting to Program Director

What We Do Matters

Why are we here? To ensure that our customers have reliable access to the right information at the right time—information they can share and use to draw insights, leading to better decisions.

Job Summary

The Technical Specialist will be required to perform custom development tasks and provide support for InterSystems TrakCare and related products.

The Technical Specialist will be responsible for site specific software support and development activities and to ensure that the software satisfies project specifications and is delivered and deployed in line with project requirements.

The Technical Specialist must be available to visit client sites (e.g. hospitals/laboratories) and implementation partners for technical support and/or to provide technical training. International travel may be required.

Key Responsibilities of the Role

- Liaise with client or business analyst in regard to ongoing support or enhancement requests.
- Liaise with other InterSystems support and implementation team members to analyze problems and specify, document, test, and manage deployment of fixes for product functions or custom enhancements.
- Liaise with client or business analyst on any requests for new or modified reports.
- Advise and assist TrakCare Project Managers during implementation.
- Manage the resolution of any outstanding acceptance issues before and after project go-live.
- Develop custom/site specific software such as JavaScript, user defined functions, interfaces, reports, extracts, data migration scripts and conversions.
- Provide technical support for custom development i.e. JavaScript, user defined functions, interfaces, reports, extracts, data migration scripts and conversions.
- Provide support on the data dictionary.
- Provide advice and best practices to Clients for technical areas such as networks, configurations, architectures, custom development, etc.
- Provide technical support for troubleshooting and performance analysis for reports, stored procedures, interfaces, conversions, data migration scripts and user defined functions.
- Monitoring and responding to Technical Team calls on the TRC problem management system.
- Support and testing of all TrakCare related utilities, e.g. patching tool, print service etc.

- Production of training materials for technical courses such as system custom development or reporting.
- Production of technical documentation such as reference materials, installation instructions, user guides, knowledge-base articles and how-tos.
- Responsible for participating in on-site technical training if required.
- Responsible for participating in on-site technical implementations if required.
- Responsible for participating in the on call 24 hour roster service.
- Assistance in researching new development or report writing using InterSystems technologies and 3rd party products.
- Other duties may be directed by the Company from time to time.

Experience and Qualifications

- Graduate IT qualifications highly desirable.
- Experience in an application development/programming position or a position providing technical support including analysis of program code.
- Knowledge of web orientated languages, including SQL, HTML, JavaScript.
- Proficient and knowledgeable in one or more of the following programming languages or equivalent: Java, C#, C, C++, Pascal, Perl, Python, Ruby, JavaScript, VisualBasic, Cache' Object Script, M (MUMPS).
- Experience with data analysis and database methodologies.
- Experience with Microsoft Office.
- Be able to design and write technical documents.
- Well versed in Internet / Intranet concepts including web development and web servers.
- Experienced in customer focused support or implementation.
- Proven ability to lead and deliver results as required within specific time frames.
- Good presentation and communication skills.
- Ability to conduct training and develop training materials.
- Ability to work within a team in a cross cultural environment.
- Available for out of office hours work and willing to travel.
- Keen to learn new technologies and new applications.

Education and Training

- Degree in Computer Science or Information Technology

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URL:
https://cn.community.intersystems.com/post/intersystems%E7%83%AD%E6%8B%9B%E8%81%8C%E4%BD%8D%EF%BC%882%EF%BC%89%EF%BC%9Atechnical-specialist%EF%BC%88implementation%EF%BC%89