

Professional Services Behavioral Health Systems & Technology Specialist

FidelityEHR is a fast-growing innovative Behavioral Health technology company expanding our Professional Services team. This is a position that requires a unique skill-set and experience that combines technology aptitude & knowledge of behavioral health organization's operations. Experience working in behavioral health settings with knowledge of clinical services, administrative operations, data & evaluation, business intelligence/report builder, software preferred.

This is a highly team oriented remote position that requires both strong people skills, project management skills and communication skills (written & verbal). Our platform is 10% -20% custom configured for our partners, and that process is guided by the professional services team. We utilize an adapted Agile development methodology approach for customer facing engagement and development in the public and private behavioral health space.

The ideal candidate is proficient with (Slack, Jira, Confluence, Help Desk Ticket System, Business Intelligence/Report Building), and overall quick to learn support software technology, and has a minimum of 2 years of experience. The Professional Services team supports the sales cycle (providing demos, completing the Master Service Agreement contract template, creating SOW's for partners expanding or adding functionality, and staffing vendor tables at industry conferences. Our salary and benefits are competitive and there is great opportunity for growth.

Please send your cover letter & resume to: mpcurry@fidelityehr.com.