

# Off-Campus Employment

*Job posted on 2013-07-12 by joanna.distefano; posting expires on 2013-08-15*

**Employer:** Healthcare Management Solutions, LLC

**Position:** Senior Inquiries Support Manager

**Job Description:** Full Time, Permanent,

Healthcare Management Solutions LLC (HMS) is seeking potential candidates to fill an anticipated Senior Inquiries Support Manager position for a government contract, to work in our Columbia, MD office or Fairmont, WV office. The primary function of this position is to supervise and coordinate activities of Help Desk Technicians or Representatives engaged in assisting computer users with hardware and software questions and problems.

Duties and Responsibilities:

- Field telephone calls and e-mail messages from customers seeking guidance on technical problems
- Diagnose nature of problems and assist customers through problem solving steps
- Identifies, troubleshoots, and resolves information systems problems to minimize down time of applications and personnel

**Qualifications:** Qualifications:

Experience managing and administrating an enterprise helpdesk operation

Minimum Education and Experience:

- Must hold and maintain at a minimum an HDI - Support Center Manager Certification and at a minimum an ITIL foundation certification
- Equivalent to four year college degree in a non-technical field

**Perferred Major(s):** Computer & Information Systems; Interdisciplinary Studies (BA); Regents Bachelor of Arts;

**Application Instructions:** To apply: Please submit a current resume at [www.hcmsllc.com](http://www.hcmsllc.com) by selecting the EMPLOYMENT OPPORTUNITIES tab located at the top right side of the website. For additional information on this position, please contact the HMS Human Resources Department via email: [hr@hcmsllc.com](mailto:hr@hcmsllc.com) or via phone: 304.368.0288.

# Off-Campus Employment

*Job posted on 2013-07-12 by joanna.distefano; posting expires on 2013-08-15*

Healthcare Management Solutions, LLC has established an Affirmative Action Plan. HMS is deeply committed to the concept and practices associated with equal opportunity and affirmative action in all aspects of employment. HMS makes clear that all applicants will be treated without regard to race, color, sex, religion, national origin, age, disability, or genetic information, or any other protected characteristics under applicable law.

This company does not tolerate unlawful discrimination in its employment practices. We recognize the value of diversity in our workforce, and encourage all qualified candidates to apply. We thank all candidates who choose to apply; however, only those selected for a further interview will be contacted.

HMS is an EEO/AA/E-Verify compliant employer.

**Link:** [www.hcmsllc.com](http://www.hcmsllc.com)