



## JOB DESCRIPTION

Title:	Software Engineer
Business Unit:	Development
Department:	Dev Engineering
Reports to:	Manager
Location:	Remote
Direct Reports:	No
Updated:	SEP 2024

### Who we are

FinThrive – formerly nThrive and acquired companies, TransUnion Healthcare and PELITAS – is advancing the healthcare economy. We rethink revenue management to pave the way for a healthcare system that ensures every transaction and patient experience is addressed holistically. We're making breakthroughs in technology—developing award-winning revenue management solutions that adapt with healthcare professionals, freeing providers and payers from complexity and inefficiency, so they can focus on doing their best work. Our end-to-end revenue management platform delivers a smarter, smoother revenue experience that increases revenue, reduces costs, expands cash collections, and ensures regulatory compliance across the entire revenue cycle continuum. We've delivered over \$7.6 billion in net revenue and cash to more than 3,245 customers worldwide. When healthcare finance becomes effortless, the boundaries of what's possible in healthcare expand. For more information on our new vision for healthcare revenue management, visit [FinThrive.com](https://FinThrive.com)

### What we offer

Our people make us great. We know that our colleagues are the most integral part of our story.

We offer a flexible, work-from-anywhere environment -coming together across time zones, countries, home offices and computer screens. Our valued team members work across the U.S., Canada, India and beyond.

We encourage you to take time away from work –whenever you need it. Our flexible time off lets you make time for what matters most. We want you to travel, refresh, spend time with family and friends, and give back to your communities.

We're big on professional development. Through training and education, we help you develop the skills you need to excel in your role and beyond.

We're proud of our award-winning culture. We've been certified as a "Great Place to Work" since 2017. Our goal is to engender a culture based on diversity, inclusion and respect—a culture where your voice is valued—and you always have a seat at the decision-making table.

### FinThrive Perks

- Fully remote working environment
- Leaves as per company policies
- Professional development opportunities
- 5 Days of paid parental leave
- In-person and virtual company retreats

### Impact you will make

We are currently seeking a skilled and motivated C# and SQL Support Developer to join our team. As a C# and SQL Support Developer, you will play a crucial role in providing technical support and troubleshooting for software applications developed using C# and SQL technologies. Your primary responsibility will be to assist users in resolving software-related issues and ensuring the smooth operation of our applications.

### What you will do

- Provide technical support to end-users and customers by addressing their queries and troubleshooting software-related issues related to C# and SQL.

- Analyze and diagnose problems reported by users, and work towards timely and effective resolutions.
- Collaborate with development teams to investigate and resolve complex issues that require code-level debugging and analysis.
- Document and maintain a knowledge base of known issues, troubleshooting steps, and solutions to facilitate efficient customer support.
- Communicate effectively with users, both technical and non-technical, to understand their concerns and provide appropriate solutions.
- Collaborate with cross-functional teams to identify and implement process improvements and enhancements to optimize support services.
- Assist in the deployment and configuration of software applications, including database setup and migrations.
- Keep up to date with the latest technologies, trends, and best practices in C# and SQL development to provide effective support and guidance.
- Provide training and guidance to junior support team members when required.

### What you will bring

- Minimum of 3 years of professional experience in software support or application development using C# and SQL.
- Strong knowledge of C# programming language, SQL queries, and relational database concepts.
- Experience in troubleshooting and debugging complex software applications, including hands-on experience with debugging tools and techniques.
- Solid understanding of software development lifecycle and methodologies.
- Excellent problem-solving and analytical skills to identify root causes and propose effective solutions.
- Strong communication and interpersonal skills to interact with users of varying technical backgrounds.
- Ability to work independently and prioritize tasks effectively in a fast-paced support environment.
- Experience with customer support ticketing systems and CRM software is a plus.

### What we would like to see

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Healthcare revenue cycle experience preferred;
- Customer Service experience preferred;
- Salesforce.com experience a plus

### FinThrive's Core Values and Expectations

- Demonstrate integrity and ethics in day-to-day tasks and decision making, adhere to FinThrive's core values of courage, authenticity, respect, excellence, and service, operates effectively in the FinThrive environment and the environment of the work group, maintain a focus on self-development and seeks out continuous feedback and learning opportunities
- Support FinThrive's Compliance Program by adhering to policies and procedures pertaining to HIPAA, FDCPA, FCRA, and other laws applicable to FinThrive's business practices; this includes becoming familiar with FinThrive's Code of Ethics, attending training as required, notifying management or FinThrive's Helpline when there is a compliance concern or incident, HIPAA-compliant handling of patient information, and demonstrable awareness of confidentiality obligations

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*FinThrive is an Equal Opportunity Employer and ensures its employment decisions comply with principles embodied in Title VII, the Age Discrimination in Employment Act, the Rehabilitation Act of 1973, the Vietnam Veterans Readjustment Assistance Act of 1974, Executive Order 11246, Revised Order Number 4, and applicable state regulations.*



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