

Job Description

Title: Software Engineer

Business Unit: Development

Department: Technology Services

Reports to: Manager

Location: Remote

Direct Reports: No

Updated: June 2023

About FinThrive

FinThrive 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 \$10 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

About Our Culture

Find Balance with Our Colleague-friendly Organization

We prioritize work-life balance and flexibility for our colleagues, which is why FinThrive offers a conducive and stress-free work culture. This, along with fantastic salary and benefits packages will help you thrive in your career.

Take Time to Recharge and Pursue Your Passions

At FinThrive, we believe in the human side of work and the importance of taking time to pursue your passions and recharge. Whether it's traveling the world, spending quality time with loved ones, or giving back to your community, we want you to enjoy all the good that life has to offer.

Be Part of a Positive and Supportive Work Environment

FinThrive colleagues value diversity, inclusivity, and respect, and we're committed to creating a positive and supportive work environment where every colleague's voice is heard and celebrated. At FinThrive, you're a valuable member of our team, and your opinions matter!

Grow and Excel Your Career with Training and Education

FinThrive is committed to helping our colleagues grow and excel in their careers, which is why we offer top-notch training and education to sharpen your skills and prepare you for whatever lies ahead. With our support, you'll be well-equipped to succeed not just in your current role but also in your future endeavors.

What we offer

- Term life, Accidental & Medical Insurance
- Professional development opportunities
- Hybrid work environment

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

Major Responsibilities/Activities:

- 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 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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