



@ncilla partners, inc.

Position - Software Applications Support & Office Assistant

Who we are:

Ancilla Partners is a web development firm with a focus on applications and software solutions for the healthcare industry. Our clients are some of the healthcare quality improvement leaders in the country. The data tools and web sites that we build allow them to accomplish their goals.

To learn more, visit our website at www.ancillapartners.com.

Who we're looking for:

Ancilla Partners is looking for a candidate that is self-motivated, driven, willing to learn, and able to work independently and collaboratively. The ideal candidate will possess an approachable, upbeat attitude and a passion for providing excellent service and support to our clients.

What you'll do:

- Perform day-to-day support for our software applications to end-users.
 - Receive and respond to phone calls and emails through our Help Desk tool.
 - Update Help Desk tool with FAQ's, information about new releases, and generally helpful knowledge regarding the applications.
 - Document any issues and review with Manager to improve best practices.
- Assist managerial staff with various tasks.
 - Gather data for Key Performance Indicators and metrics.
 - Assist in testing new enhancements for our applications.
 - Other ad-hoc tasks as deemed appropriate by Manager.
- Complete office-related duties.
 - Answer phones, greet visitors, gather mail, keep kitchen and office spaces organized and tidy, maintain inventory of office supplies, etc.

If you have:

- A desire to help others
- Attention to detail



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- An approachable and outgoing attitude
- Strong written and verbal communication and follow-up skills
- Proficiency with Google G-Suite or Microsoft Office
- An ability to work with a team and independently
- Interest in technical troubleshooting

Apply today! Please send a resume and brief description of why you are interested in this opportunity to jobs@ancillapartners.com. We'd love to hear from you!

Compensation & Benefits

Hours & Pay:

This will be a part-time, paid job at \$11-\$14/hour, based upon prior experience. Ideally the candidate will work 16-24 hours per week between the office hours of 9-5pm, with at least 4 hours of availability on Tuesdays and Thursdays. Flexibility in schedule is permitted with advance written notice.

Office Environment:

The office maintains a fun and productive atmosphere, with a casual dress code. Ancilla strives to be a great place for all employees to work in our newly-renovated downtown Milwaukee office. We are conveniently located next to a handful of bus stops.

Our employees work in the office, but Ancilla strives to maintain a successful work/personal life balance. Work-from-home requests are permitted as determined on a case-by-case basis.