



## Technical Support Analyst

Join Capsa Solutions' growing team of branded companies for an exciting opportunity to work with the latest pharmacy automation equipment. Our Kirby Lester division is seeking a Technical Support Analyst to join the team at its Lake Forest, Illinois location.

This position serves as the 24/7 front line technical support role for a broad portfolio platform of Capsa's software solutions and Kirby Lester's pharmacy automation and medication management products and systems. You will be part of a team that provides 24/7 technical support via phone to external customers...phone calls may include software and hardware troubleshooting as well as use of remote access software and other support tools to provide successful customer resolution.

In this role, you will have the opportunity to manage the full life-cycle ownership for each customer phone call. You will also participate in new product training activities, deploy application upgrades and releases and provide on-site beta support.

This role will require proven experience with hardware and software issue diagnosis and resolution management as well as a minimum of 5 years' customer support experience working with integrated hardware and software products. The successful candidate will possess a strong attention to detail, ability to think independently and troubleshoot and solve problems, as well as communicate professionally and clearly. The ability to work a shift assigned between 7:00 am and 7:00 pm and participate in regularly assigned 24/7, on-call rotation is a requirement.

Capsa Solutions and its branded companies are a recognized leader in the development and manufacture of healthcare equipment shipped domestically to every state and to over 70 countries worldwide. We have facilities in Portland, OR, Columbus, OH, Huntersville, NC, Lake Forest, IL and Agua Prieta, Mexico.

We offer a solid pay and benefits package which includes paid time off, medical, dental and vision insurance, as well as 401(k) with matching contributions, life and long-term disability insurance. To be considered for this position, please click on the following link: <https://home2.eease.adp.com/recruit/?id=19147102>

**Capsa is an equal opportunity employer. M/F/Vets/Disabled**