



CANCER SOFTWARE SUPPORT SPECIALIST

C/NET Solutions is seeking a technically savvy cancer registrar to fill the role of Cancer Software Support Specialist. This person will be a key member of our support team and will provide a full range of C/NET software training and support to all CNExT and CAS customers.

C/NET Solutions is a program based at the Public Health Institute (PHI), an independent, nonprofit organization dedicated to promoting health, well-being and quality of life for people throughout California, across the nation and around the world.

C/NET Solutions has been a leader in the cancer registry field for over 30 years. Founded in 1983, our CANSUR/NET software was distributed to over 800 facilities across the country by the American College of Surgeons. This marked a new era in computerized desktop collection of cancer data and standardization.

C/NET Solutions has grown to offer [software packages](#) for hospitals and health care systems of all sizes and budgets. We offer our CNExT standard registry package, a state reporting version, a multi-hospital version, electronic case identification, clinical trials matching, and interfacing to other systems such as EMR and patient survivorship software. CNExT is now the software of choice for over 350 health care facilities in more than 30 states and provinces across North America and in several countries worldwide. To learn more about C/NET Solutions visit our [website](#).

Your contributions will include:

- Provides daily phone, email, and web-based support to ensure customer satisfaction in the use of CNExT and CAS software.
- Assists the customers with support requests by troubleshooting and walking through resolution with the them.
- Logs all calls and emails (support requests) from customers in the CNExT Help Desk software and works requests to completion.
- Escalates software problems raised by users to the System Support Manager or Programmers.
- Provides telephone, web based, and on-site CNExT software user training.
- Assists CNExT users with Cancer Registry related questions.
- Assists CNExT and CAS users with technical assistance as related to the CNExT and CAS installations.
- Participates in software testing to ensure quality performance and timely release of the software programs.
- Develops improvements to software testing procedures.
- Writes e-newsletter articles as assigned or voluntarily submits ideas and articles.
- Provides content for the customer and public websites.
- Develops FAQ entries for the CNExT Help Desk software.
- Performs other duties as assigned.

The successful candidate will be a technically savvy cancer registrar or an experienced IT professional with an understanding of the cancer registry. They will be a highly motivated self-starter that works well both independently and as a part of team. They will also possess the following qualifications and attributes.

Minimum Qualifications:

- High School Diploma is required. Associate's degree preferred.
- Certified Tumor Registrar certification preferred.
- 2 years of related experience preferably within a cancer registry.
- Advanced PC, server, and network troubleshooting skills, including MS Office, SQL and Citrix preferred.
- Extensive knowledge of CNExT and CAS software products preferred.
- Knowledge of national and state cancer registry practices and procedures.
- Knowledge of health information management systems to include client and server applications, data interchange and messaging, and system security.

Important Information:

- This is a full time (40 hours/week) telecommute position located in the continental United States.
- C/NET's primary office is located in Berkeley, California; however, the support team is located throughout the United States.
- PHI offers competitive pay rates.
- This position is eligible for PHI's full suite of benefits including but not limited to medical, dental, and vision coverage, health care and dependent care flexible spending accounts, generous time off and retirement plan contributions. Click [here](#) to view benefits information.
- The application deadline for this position is November 23, 2018.

How to Apply:

- You should apply via this [link](#), and must submit a cover letter and resume as part of your application. Paper or email applications will not be considered.
- In your cover letter, please describe the extent of your related experience and why you are enthusiastic about this opportunity.

Thank you for your interest in working with us at PHI. Should you have any questions regarding this position, email our hiring team at Recruitment@phi.org. We look forward to hearing from you!

The Public Health Institute is proud to be an EEO/AA employer. We recognize the value of having a staff that brings a wide range of perspectives to this work based on language, ethnicity, race, gender, socio-economic background, political beliefs and sexual-orientation.

We are committed to maintaining a diverse, multicultural working environment and particularly support applications from individuals with lived experience in the communities we seek to serve.