

[All About PHI](#)[News & Events](#)[People & Programs](#)[Public Health 101](#)[Resource Library](#)[Skip to Content](#)[Who is PHI?](#)[Board of Directors](#)[Senior Management](#)[● Employment](#)[Funders & Financials](#)[Donate Now](#)

# Employment - Job Description

November 12, 2008

## Technical Assistance Specialist II

The Public Health Institute (PHI) is a large non-profit public health organization conducting a broad range of public health research, training, and technical assistance programs in California, throughout the nation, and around the world. PHI is seeking a full time Technical Assistance Specialist II (TAS II) for the California Cancer Registry (CCR). This position is located in Sacramento, CA.

The TAS II provides user support for a complex cancer data management enterprise-wide application system. The TAS II must be able to independently troubleshoot moderately complex problems to resolution in a timely manner.

### Duties & Responsibilities:

- Troubleshoot moderately complex technical problems
- Provides daily phone, email, and web-based support to ensure client satisfaction in the use of Eureka software
- Logs all calls and emails (support requests) from clients and assigns responsibility in the Problem Management software
- Assists the user with problem resolution by troubleshooting and walking through resolution with the client when appropriate
- Escalates software problems raised by users to appropriate staff
- Documents support request issues and problem resolution
- Provides telephone, Webex, and on-site Eureka software user training

### Qualifications:

- Graduation from an accredited college or university preferred but not required
- At least 3 years of related experience
- Ability to learn technical material quickly
- Outstanding customer service and phone skills
- Excellent written and oral communication skills are required
- Creative, resourceful, and independent applicants with strong troubleshooting skills
- Healthcare field experience a plus
- Technical Helpdesk experience a plus
- Programming in SQL database experience and/or Eureka a plus

**Compensation:**

Hourly pay rate is commensurate with experience. PHI offers a generous benefits package including medical, dental, vision, short/long term disability insurance, life insurance, 403b (tax sheltered annuity) and partial subsidy of public transportation cost. For more information about PHI's benefits, please visit [www.phi.org](http://www.phi.org).

**How to apply:**

To apply for this position, click here [APPLY HERE](#) or go to PHI's Career Site at [www.phi.jobs](http://www.phi.jobs).

If you do not have internet access, PHI's mailing address for this position is listed below. Please send cover letter and resume ASAP to:

Public Health Institute  
555 - 12th Street, 10th Floor  
Department 185, Oakland, CA 94607-4046  
We are proud to be an EEO/AA Employer  
NO PHONE CALLS PLEASE

[Return to Job Openings](#)

[All About PHI](#) | [News & Events](#) | [People & Programs](#) | [Public Health 101](#) | [Resource Library](#)

© 2008 Public Health Institute