

Detailed Job Description

Job Title:	Application Support & Integration Specialist
Reporting to:	Manager of Application Services
Department:	Application Services
Salary Range:	\$45,000 to \$65,000 per year
Hours:	Full-time (40 hours per week)
Performance Review Period:	Annual
Revision Date:	10/05/15
Apply to:	Reem Orow, rorow@updoctors.com

Purpose of the Position

The Application Support & Integration Specialist position is designed to maintain and staff the Helpdesk and provide technical support for all UP HIT applications. Position will also be responsible for departmental analytics and reporting.

Responsibilities & Duties

- Provide helpdesk support and resolve problems to the end user's satisfaction.
- Monitor and respond quickly and effectively to requests received through the Helpdesk to include: responding to email messages, telephone calls, internal tickets and portal inquiries from customers seeking help.
- Responsible for departmental analytics and reporting.
- Be a liaison, where applicable, between the IT vendor and the practice to ensure that all outstanding issues are resolved.
- Perform troubleshooting for practices that are in need of assistance. This requires timely communication between vendor and practices and assistance with problem resolution.
- Understand and be able to effectively communicate UP's data structure to ensure appropriate understanding of the data as it relates to the technology solution.
- Perform verification of data activities using internal tools to research and report out information on a monthly basis.
- Learn new applications and become a subject matter expert quickly from a technical and clinical aspect.
- Communicate effectively with technical teams, implementation teams and the practice user base.
- Participate in department process, policy and procedure decision making regarding prioritization, assignment of duties, etc.
- Create and update process binders and ensure they are accurate and updated.
- Coordinate and communicate project details effectively with vendors, business partners, technical teams, implementation teams, executive management, etc.
- Maintain HIPAA standards and regulations.

Qualifications

- Bachelor's degree required, preferably in Information Technology, Health Information Technology or related degree.
- A minimum of 2 years of Helpdesk/Call Center experience in fast-paced healthcare environment preferred.
- 2 years of relevant technical experience preferred.

- Solid understanding of Health Information Technology core concepts and data transmission.
- Familiarity with healthcare data message types to include HL7, CCD/CCDA message types.
- Proficiency with MS Office to include: Word, Excel, Access, PowerPoint, and Outlook; Wellcentive; portal; web-based applications; etc.
- Excellent verbal, presentation and written communication skills.
- Knowledge of user authentication, user and data access security concepts.
- Understanding of the Office of National Coordination of Health Information Technology (ONCHIT) Rules and Regulations.

Performance Skills

- Ability to work independently in a high pressure and high tempo environment meeting short deadlines.
- Impeccable customer service mentality. Drive to go above and beyond for the customer.
- Attention to detail and ability to handle multiple simultaneous projects.
- Ability to take departmental data and translate it into a report that is easily digestible by the end user.
- Demonstrate organization and strong work ethic.
- Ability to adhere to timeliness, timeframes, deadlines and reporting requirements and standards.
- Experience in the development and implementation of standards, procedures, guidelines and reporting to support operational processes.
- Demonstrate accuracy, organization, strong work ethic and a positive attitude.
- Be a conduit of effective communication between the team, different departments in UP as well as the practices that the Specialist supports.
- Ability and aptitude to understand health information technology systems and data transmission.
- Strong organizational and project management skills with effective results focus within an information systems environment.
- Strong analytical and problem solving skills.
- Self-motivated with the ability to manage changing priorities and meet deadlines.
- Proven ability to be flexible and work hard, both independently and in a team environment, in a high priority customer service environment with changing priorities.
- Willingness to work occasionally outside of normal business hours in response to needs of the systems being supported.
- Understand and be able to effectively communicate the UP HIT Strategy.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.