



Virginia Garcia Memorial
HEALTH CENTER

Job Description

Job Title: IT Support (Software) (430)

FLSA: Hourly (Non-exempt)

Base Salary: \$19.0666 p/hr (\$39,659 if annualized)

Department: Administration (081)

Reports to: IT Manager

The Virginia Garcia Memorial Health Center mission is to provide high quality, culturally appropriate healthcare to low-income residents of Washington and Yamhill Counties with a special emphasis on seasonal and migrant farm-workers and to others with barriers to receiving health-care.

Job Summary: Under direction, 'IT Support' (Software) will serve as the initial point of contact for technical support calls received by phone, e-mail or other method. The IT Support (Software) will provide quality support for employees with a high degree of customer satisfaction and timeliness by resolving the issues within the IT Support group or by working with our partner organizations' Help Desk. The IT Support (Software) position will provide assistance concerning the use of computer software, including MS Office applications, electronic mail, MS operating systems, other SW applications including Epic Practice Management and EpicCare (electronics health records software). This position will participate in the preparation and implementation of new software applications. For staged implementations, this position will be required to be stationed at the implementation site to support both the initial bring up and the post go-live learning ramp.

Essential Duties and Responsibilities:

- Provide exceptional end-user customer support to VGMHC employees
- Answer users' inquiries regarding computer software operation to resolve problems.
- Work effectively with identified VG software implementation project managers in a matrix reporting structure, while maintaining key stakeholder relationships
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Maintain accurate records of daily data communication transactions, problems and remedial action taken.
- Provide on-site support for the successful implementation of new software applications at each VG clinic.

- Participate as an active key member of the clinic's implementation team to understand workflows, configuration/design decisions, and policy considerations, and to assist with project coordination and site readiness.
- Provide testing of new software and device testing.
- Support the planning and facilitation of training sessions.
- Assist the trainers in supporting end-user training for go-live.
- Provide direct support to clinical operations and patient care teams to facilitate the introduction, acceptance, integration, and optimal use of new software applications in the clinic.
- Conduct office automation feasibility studies, including workflow analysis, space design and cost comparison analysis.
- Collaborate with clinic leadership and users to identify opportunities for efficiencies in clinic operations, clinical practice support, and improved health outcomes.
- Provide daily support to end users through troubleshooting, coaching, and consulting.
- Identify and troubleshoot application issues as they occur, owning the problem and seeing it through to full resolution. Issues that require additional assistance will be referred to the partner organization's Help Desk.
- Modify and customize commercial software applications to fit internal needs.
- Update and manage system master files for providers, security, employer groups, etc.
- For electronic health records support:
 - Work collaboratively with clinicians and in concert with established processes to own requests for additional medications, diagnoses, and procedures to their preference lists through completion.
 - Work collaboratively with clinicians and in concert with established processes to own requests for additional system-level charting tools from the review process through follow-up communication to users. Coach the user through creating their own SmartPhrases.
- Serve as OCHIN-Partner agent and active liaison for Partner-managed master file updates.
- Work with OCHIN and Partner oversight or advisory workgroups to optimize use of the system through implementation of new features and upgrades.
- Collaborate with OCHIN in testing new features and upgrades prior to implementation.
- Attend monthly OCHIN meetings with peers for best practices, information sharing to and from OCHIN PM/EHR/IT resources, continuous training, and sharpening of support skills.
- Attend other workgroups as appropriate – Integration, Claims, Reporting, Operations
- Prepare evaluations of software and recommend improvements or upgrades.
- Work, along with other IT staff, in the creation of VGMHC's intranet website and further manage and maintain such site.
- Assume 'maintenance level' activities of the 'Systems Administrator' position in his/her absence.
- Perform other duties and projects as assigned from time to time by the 'IT Manager', 'Systems Administrator' and other members of the VGMHC management team.

- Handle protected health information (PHI) in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

HIPAA Requirements:

The IT Support (Software) also handles PHI for disclosures to outside entities. Applying the minimum necessary standard of HIPAA, the designated record sets to which this employee will have access include: all sections of the medical record, patient demographic information in the practice management system, and incoming records, reports, results, consultations, etc. The IT Support (Software) is required to read the content of these records only the extent needed to accomplish the assigned task (e.g. filing or disclosure).

Knowledge, Skills and Abilities required:

- Demonstrated ability in troubleshooting and problem solving in clinical, social work, or IT setting. Software support or help desk experience preferred
- Excellent Computer skills required
- Working knowledge of Microsoft OS and software applications required
- Knowledge of Epic or other health care software applications preferred
- Good planning and organizational skills
- Bi-lingual English/Spanish preferred
- Proven sensitivity to inter-cultural issues
- Ability to make independent decisions based on Center protocols
- Excellent Driving Record
- Valid Oregon Drivers License and liability automobile insurance.
- Ability to maintain strict confidentiality
- Access to a reliable vehicle.

Demonstrated Competencies required:

- Ability to build relationships, respect and trust with customers and co-workers
- Ability to handle multiple concurrent activities and have a flexible, positive attitude
- Ability to track, organize and prioritize workload
- Excellent attendance and punctuality
- Strong verbal and written communication skills
- Excellent customer service skills.
- Must work well with others; be willing and able to support end users in a constructive manner.
- Highly motivated individual able to complete projects quickly.

Education and Experience required:

- 2 year degree in a computer or health industry related field; or 3 years of clinical or computer support experience required. Combination of above education and experience may be considered
- Experience with vendor management or vendor collaboration a plus

Behavioral Competencies:

Accountability

- *Role model VG’s mission, vision, and shared values*

Customer-Focus

- *Listen to the voice of the customer and strive to delight them by exceeding their expectations*

Teamwork

- *If someone needs help, help them*

Initiative

- *Be innovative, apply fresh ideas, and continuously improve how you do your work*

Confidentiality

- *Maintain strict confidentiality and respect the privacy of others*

Ethical

- *Demonstrate integrity, honesty, and stewardship in all encounters at work*

Respect

- *Demonstrate consideration and appreciation for co-workers and patients*

Communication

- *Demonstrate the ability to convey thoughts and ideas as well as understand perspective of others*

Physical Requirements:

- Sitting: 60%
- Walking: 20%
- Standing: 20%
- Must be able to lift/carry up to 40 lbs (i.e. computer monitors, CPIs, printers, etc.)
- Bend, reach, and stoop - 20%

Working Environment:

- Work in well-lighted and ventilated environments.
- Outdoors (5%). Requires travel to various locations and working flexible hours.
- Indoors (95%). Visiting various offices is required to provide “in office” software support.

Immunization

Staff member must meet immunizations requirements as stated in VGMHC’s immunization policy.

Job description represent a general outline of the essential and major job duties, functions and qualifications required. They cannot be all-inclusive and comprehensive due to the dynamic nature of work performed to accomplish VGMHC’s Mission.

Employee’s Signature: _____ **Date:** _____

Print Name: _____

Supervisor’s Signature: _____ **Review Date:** _____

Workplace site (circle one)

VG Home Location: VG Administration

VG Beaverton

VG Cornelius

VG Dental – Hillsboro, Cornelius, McMinnville

VG Foundation

VG Hillsboro

VG Pharmacy – Beaverton, Cornelius, Hillsboro, McMinnville