



COQUILLE INDIAN TRIBE

Job Title: Health Information Support Specialist
Department: Information Technology
Reports to: IT Director
FLSA Status: Non-Exempt Full-Time
Salary Range: \$24.09 - \$39.15
Location: Coos Bay

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

The Health Information Support Specialist is responsible for all aspects of clinical applications and interfaces. Provides expert level assistance and training to Ko-Kwel Wellness Center employees in desktop software programs including, but not limited to: Nextgen/EPIC Electronic Health Records, Electronic Dental Records, Electronic Practice Management system, Plexis, and various other software that supports the Ko-Kwel Wellness Centers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for Installation, training, preventive maintenance, basic troubleshooting and service repairs of KWC software products and third-party solutions in accordance with approved policies and procedures
2. Complete all corrective actions, standard system checks and required hardware and software upgrades required for all new installations.
3. Serves as the primary point of contact between Nextgen/EPIC and the Ko-Kwel Wellness Center, including but not limited to, serving as system administrator, EPIC EHR Support Analyst, and end user training of clinical systems and software applications.
4. Must be able to handle multiple site implementations at any given time.
5. Subject matter expert on all clinical software systems.
6. Provides daily technical support and assistance in problem resolution of system functionality problems in a timely manner to Ko-Kwel Wellness Center staff regarding Nextgen/EPIC software and clinical systems.
7. Coordinates with Nextgen/EPIC support and other vendors to address any issues or problems from inception to resolution.
8. Maintains and updates all Nextgen/EPIC system admin settings for accuracy and completeness.
9. Coordinates and escalates with IT Department regarding hardware, software and network issues, such as system upgrades, network problems, user security, and downtime.

10. Creates and/or modifies Nextgen/EPIC templates to improve and/or facilitate provider workflow modifications to enhance usability.
11. Coordination, management, and deployment of new clinical systems and software upgrades.
12. Maintains a thorough understanding of supported clinical software applications, related interfaces and ongoing upgrades and enhancements.
13. Responsible for the development and/or maintenance of clinical documentation workflows and end-user manuals.
14. Routinely tests applications changes in the training environment to ensure accuracy and quality.
15. Develops and maintains expertise in the latest theories, principles and technical advancements through continuing education and training, research, professional journals and organizations, current literature, conferences, vendor presentations, etc. to improve or replace existing systems, and increase knowledge.
16. Provides recommendations for improved operations, systems and updated hardware or software.
17. Ensures integration between new and existing systems.
18. Researches, identifies and recommends new services or vendors as required.
19. Utilizes ticketing system to log all problems and resolutions. Escalates to appropriate support team tickets outside their purview.
20. Performs a variety of other duties, projects or requests as assigned by supervisor.
21. Maintains knowledge of clinical IT management processes and procedures, regulations on confidentiality and HIPAA.
22. Has knowledge of Windows 10, Windows Server, Microsoft Office, FTP, RDP, software installations, and general windows troubleshooting techniques.
23. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.
24. The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 50 pounds. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.

2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to make decisions independently in accordance with established policy and procedures.
4. Ability to exercise excellent organization, time management, analytical and problem-solving skills.
5. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Work accuracy is essential. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
6. Must have knowledge of EHR software or a similar practice management system.
7. Requires NextGen EHR/EPM certification within 6 months of employment. Training will be provided.
8. Knowledge of regulations on confidentiality and HIPAA.
9. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
10. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

REQUIRED QUALIFICATIONS

- A. Associates Degree in Information Technology, Health Information Systems or closely related field preferred
- B. Minimum of three years of relevant experience in healthcare information systems
- C. Experience with Microsoft Windows 10 and Knowledge of Windows Server and SQL Server desired
- D. Specialized Healthcare IT Knowledge is desired: DICOM, PACS, HL7, HIE
- E. Ability to organize and manage multiple projects and priorities.
- F. Ability to problem solve, analyze and resolve at both a strategic and tactical level.
- G. Familiarity of NextGen/EPIC Electronic Health Record or other electronic health record information systems is preferred. Experience with electronic patient management systems preferred.
- H. Knowledge of Indian Health Services, Bureau of Indian Affairs, community health agencies and outside providers is preferred.
- I. Strong communication skills: presentation, written and oral.
- J. Must have strong interpersonal skills and a demonstrated ability to communicate with a diverse range of individuals.
- K. Ability to travel to various CIT offices, locations and trainings as needed.
- L. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.