



Job Title: Assistant Clinical Applications Administrator
Department: Information Technology (IT)
Reports to: Clinical Applications Administrator
FLSA Status: Non-Exempt, Full-time
Hiring Range: \$32.17 - \$38.61
Location: Coos Bay or Eugene, Oregon

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

Under the direct supervision of the Clinical Applications Administrator, the Assistant Clinical Applications Administrator supports the administration, maintenance, and optimization of clinical applications, interfaces, and provides end-user support services for the Ko-Kwel Wellness Center (KWC). This position serves as the primary Level 1 support resource for clinical software applications and related systems, providing troubleshooting, issue resolution, and user assistance for providers, clinical staff, and administrative users.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assists in maintaining the overall health and functionality of clinical applications and Electronic Health Record (EHR) systems and provides first-line support for clinical applications.
2. Works closely with the Clinical Applications Trainer, EHRSS team and Help Desk staff to triage, troubleshoot, and determine whether issues are training-related or appropriate technical resolution when needed.
3. Assists with the deployment, configuration, and administration of clinical applications.
4. Assists in installing, configuring, maintaining, and supporting clinical applications.
5. Assists in managing user accounts, security access, permissions, and role assignments across clinical systems and applications.
6. Assists with application testing, validation, upgrades, enhancements, and workflow improvement initiatives.
7. Provides support and administration for web-based tools and related applications.
8. Troubleshoots hardware, software, application, and network issues; provides timely resolution or escalates issues to senior administrators as appropriate.
9. Performs routine maintenance activities, including system backups, software updates, and patch management.
10. Collaborates with the EHRSS team, IT staff, clinical users, vendors, and other stakeholders to support end users and resolve technical issues promptly.
11. Creates and maintains detailed technical and operational documentation.
12. Maintains current knowledge of emerging technologies, industry trends, healthcare regulations, and best practices related to clinical applications.
13. Travels between clinic locations to provide onsite support, troubleshooting, training and project assistance as needed. Statewide and national travel may occasionally be required.
14. Performs other duties as assigned.

PHYSICAL REQUIREMENTS

Requires the ability to communicate verbally, repetitive movement of the wrists, hands and/or fingers, often requires sitting for extended periods of time, raising or lowering objects, and occasionally requires lifting up to 50 pounds. Requires occasional standing and walking. Work is generally performed in an office setting. Evening and weekend work may be required. 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.

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 verbal and written communication skills with strengths in team building and cooperative problem-solving.
2. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
3. 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.
4. Ability to make decisions independently in accordance with established policies and procedures.
5. Demonstrated ability to manage time effectively, prioritize tasks, and use sound analytical and problem-solving skills.
6. 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.
7. Ability to contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
8. Demonstrated ability to be results-driven by applying technical knowledge, analyzing problems, assessing risks, and making decisions that produce high-quality outcomes.
9. Ability to read and understand technical documents and manuals, as well as the ability to write technical documents for use by others.
10. Knowledge of HIPAA and 42 CFR Part 2 confidentiality requirements.
11. Ability to maintain professionalism, confidentiality, and objectivity under pressure.
12. Proficiency with Microsoft Office applications, including Word, Excel, Outlook, and other software used to prepare correspondence, maintain records, communicate, and perform assigned duties.
13. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.
14. Understanding of information security principles, identity management, access controls, and least-privilege access concepts.
15. Demonstrated attention to detail with the ability to prioritize competing responsibilities and manage multiple tasks effectively.

REQUIRED QUALIFICATIONS

1. Associate degree in Computer Science, Information Systems, Healthcare Administration, Business, or a related field required, along with a minimum of two (2) years of technical support experience or related professional experience supporting healthcare information systems. An equivalent combination of education, training, and experience may be considered.
2. Experience providing excellent customer service and technical support to end users in a healthcare environment.
3. Working knowledge of clinical applications, Electronic Health Record (EHR) systems, and healthcare workflows.
4. General understanding of database concepts, architecture, and data management principles.

5. Experience supporting user provisioning, role-based security, single sign-on solutions, or identity management systems.
6. Basic knowledge of SQL, reporting tools, scripting, or other programming languages.
7. Demonstrated ability to communicate technical information effectively to both technical and non-technical users.
8. Strong analytical, troubleshooting, and problem-solving skills.
9. Ability to prioritize multiple tasks and work independently while collaborating effectively within a team environment.
10. Ability to work effectively in a fast-paced healthcare environment, prioritize competing requests, and maintain composure while managing multiple tasks and deadlines.
11. Knowledge of HIPAA, healthcare regulatory requirements, information security principles, and compliance best practices.

PREFERRED QUALIFICATIONS

1. Bachelor's degree in Information Technology, Health Informatics, Computer Science, or a related field.
2. Experience utilizing IT ticketing systems for incident tracking, support, and resolution.
3. Strong knowledge of SQL, database querying, stored procedures, reporting, and data analysis.
4. Proven history of providing outstanding technical support within healthcare or medical environments.
5. Experience with device management platforms, including Mobile Device Management (MDM), Apple Business Manager, or similar solutions.
6. Experience supporting OCHIN EPIC and/or other EPIC applications and modules.
7. Experience supporting healthcare applications and systems such as OCHIN EPIC, Methasoft, Plexis, Dexis, Midmark, Imprivata, Solarity, Pioneer, telehealth platforms, and healthcare device integrations.
8. Knowledge of clinical interfaces, healthcare interoperability standards, and data exchange methods, including HL7, FTP, and related technologies.
9. Experience participating in application implementations, testing, upgrades, optimization initiatives, and system enhancements.
10. Familiarity with ambulatory care, behavioral health, dental, pharmacy and primary care clinical workflows.
11. Experience working with Tribal healthcare organizations, Federally Qualified Health Centers (FQHCs), or community health centers.
12. Demonstrated ability to effectively manage multiple priorities in a fast-paced healthcare environment while maintaining excellent customer service and attention to detail.