



WORKING TITLE: ELECTRONIC HEALTH RECORD TECHNICAL SUPPORT SPECIALIST	CLASSIFICATION: ELECTRONIC HEALTH RECORD TECHNICAL SUPPORT SPECIALIST
DEPARTMENT: HEALTH AND HUMAN SERVICES	DIVISION: ADMINISTRATION
PAY RANGE: OPEU 17	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIREMENTS: ATTACHED	WORKERS COMP CODE: 8810
PPE: PER WORK LOCATION	REVISION DATE: FEBRUARY 2016

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

Responsible for day-to-day operations of the EHR support office, and certain operations of the HHS EHR, web-based applications, and deployment of IT hardware. These operations include; handling service requests by HHS EHR users, resolution of problems, and general support of all HHS EHR systems staff. This position also works with users to assist in the resolution of EHR operations, and coordinate and answer questions related to the ongoing support of HHS EHR operations in general – such as deployment of computer and associated hardware, provider EHR set-up, and HHS specific applications/web-based interfaces. This position will support minor level EHR development and computer network operation issues, as well as support EHR operations’ questions. Further, when a request comes in from a user, this position will either reasonably handle the situation or assign the task to another member of the HHS EHR team. A key component of this position is working closely with the Electronic Health Record Systems Analyst and Programmer Analyst to resolve EHR system defects, EMR development, and database management and reporting. This position will consist of a substantial degree of communications, both written and verbal, with users, managers/supervisors at all levels of the organization, and external providers or agencies.

SUPERVISION RECEIVED:

Reports to the HHS Administrative Manager. Takes requests from Division Managers and/or Supervisors and works closely with all HHS EHR systems staff.

SUPERVISION EXERCISED:

No formal supervision is required of this position. However, the position involves delegation, training, and oversight of other positions where HHS staff enter information. May provide job assignments and/or training for other HHS staff using EHR or other database applications used to implement HHS efforts.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Serves as frontline point of contact for the department in supporting EHR system users.

- Accepts customer requests and either resolves the request or assigns the task to the appropriate EHR system or IT staff person.
- Receives and responds to incoming calls, e-mails, or pages regarding EHR, hardware, and PC problems.
- Interfaces with HHS and IT to maximize utilization of overall inventory of computers and peripheral equipment across the HHS department.
- Writes EHR procedural handouts, documents, or manuals and provides workflow analyses for the department.
- Acts as coordinator between HHS divisions, State agencies, and other provider agencies to implement various business aspects of HHS contracts, especially where changes impact use of HHS EHR.
- Maintains primary responsibility for managing employee set-up in the EHR system.
- Performs initial (and remote) diagnosis, analysis, and resolution of EHR and HHS PC problems for end users.
- Implements and recommends corrective EHR solutions when able to and refers Hardware problems to the County IT Help Desk.
- Liaison between HHS and County IT for purchasing hardware and software for the department and other associated entities.
- Requests hardware, software or other equipment quotes from County IT as needed.
- Performs limited EHR development.
- Performs limited restore of EMR records as requested.
- Searches for solutions to complex technical issues and communicates with non-technical customers.
- May perform database administrator functions with MMIS, HIPAA employee awareness training, Express, Alert, CareAccord, etc. with support from IT Department as needed.
- Has primary responsibility for working with supervisors to assess data, computer, software, network license and remote desktop needs.
- Monitors, facilitates and develops various educational or training efforts where needed for department employees in use of EHR or other software applications.
- Provides training for HHS staff using Raintree, HIPAA web-based training, or other database applications used to implement HHS efforts.
- Maintains occasional responsibility for reporting confidential information regarding employee performance.
- Performs other duties as assigned.

JOB SPECIFICATION

KNOWLEDGE OF:

- Current practices, terminology, and principles of HHS EHR and information systems.
- EHR and department web-based applications system management.
- EHR principles and operations.
- Complex Management Information System.
- Basic statistical concepts, models, and procedures.

- HHS Department's programs and functions.
- Department policies related to work responsibilities.
- Confidentiality rules, especially those specific to program area.
- Customer service practices required to meet and exceed end-user expectations.
- Administrative office procedures and practices.

SKILL IN:

- Diagnosing and problem-solving related to complex EHR systems and operations.
- Organizing material and documents.
- Developing and maintaining appropriate, relevant professional relationships.
- Oral, written, and one-on-one communications with technical and non-technical users.
- Organizing objectives, and prioritizing work.
- Addressing organizational problem of a complex nature and solve them.
- Effectively escalating significant problems or policy issues to management.
- Maintaining confidentiality.
- Compiling and evaluating epidemiological data.
- Communicating effectively, both orally and in writing.

ABILITY TO:

- Quickly analyze operational issues with the EHR system.
- Interpret non-technical communications in order to serve customers with skill and professionalism.
- Perform administrative tasks, including documenting via electronic systems.
- Develop and work in Department EHR databases and other computer applications.
- Write clear and concise technical documents describing workflow and complex procedures.
- Work professionally and collaboratively with HHS staff and partner agencies
- Work well in a team environment.
- Solve complex problems using various computer applications and synthesize the information into readable material for HHS staff and partner agencies.
- Offer objective feedback to staff in all classifications.
- Exercise independent judgment and provide some routine oversight and delegation of other positions.
- Analyze various operations of the HHS department and work to facilitate/create efficient workflows
- Communicate to HHS managers and supervisors how effective staff are in meeting service requirements and productivity targets.
- Be self-starting, self-motivating, and exercise significant responsibility in providing excellent customer support.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

A high school diploma or GED and two years' experience in EHR/PC support services with a demonstrated ability to solve complex EHR/desktop support issues. Course work in computers and information systems may be substituted for experience. College, business school, or

specialized training is preferable. Any satisfactory combination of experience and training which ensures the ability to perform the work will be considered.

Must not be excluded from participation in federal healthcare or federally funded programs that provide health benefits and must not be excluded from participation in federal procurement (Federal Acquisition Regulation) and non-procurement activities (Executive Order No. 12549).

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806-070.

May be subject to successful completion of a background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in an office environment and uses a computer, test equipment, telephone, and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. This position will sometimes require work in other office areas and locations. Respect for and understanding of those various work environments is necessary. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds

Contact with the public may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.