

JOB DESCRIPTION

Job description for: Information Systems Specialist

Reports to: Director of IT and PPE

Responsibilities: Performs task involving the support, maintenance, and inventory of PCs and peripherals. Installs, configures, and supports software applications. Assists in network support and problem resolutions necessary for smooth operation. Assists in the oversight of the company's physical plant, property, and equipment to ensure that it is appropriately maintained and working at optimal levels and meets all the local, state, federal, and accrediting body requirements.

RESPONSIBILITIES INCLUDE BUT NOT LIMITED TO:

- ... Works with management to identify long-range information system needs and establishes priority for system upgrades and modification needs in line with organizational goals.
- ... Supports the improvement, inventory, and maintenance of all computer hardware, associated applications, and technical components of office equipment. Coordinates maintenance and repair of equipment.
- ... Performs research for the hardware and software system, maintenance and any improvements directed by the Director of IT and PPE.
- ... Works with management team to research and coordinate purchases of computer equipment and supplies to ensure feasibility, order time, capability and capacity in accordance with application and system needs.
- ... Strives to maximize the efficiency of the EPM/EHR system to enhance overall clinic and endoscopy operations, patient care, and customer service.
- ... Works with the IT contractor and department Director on IT activities.
- ... Assists with onsite computer issues (hardware/ software/ general IT questions) as they arise for all company employees.
- ... Tracks both internal and external software access (ex. Dashboard, CD-Web, outside email, interfaces, vendors).
- ... Works on IT projects as requested by department Director to improve current systems in workflow, processes and staff efficiency.
- ... Assists department Director with tracking vendor maintenance and supplies for all telephone, printer/copier/fax, and office equipment for the Company.

JOB DESCRIPTION
INFORMATION SYSTEMS SPECIALIST
PAGE 2

- ... Edits and develops documents and templates within the EPM/EHR system to enhance the end-user's experience within the system.
- ... Tracks and logs staff requests for system changes.
- ... Opens and tracks vendor support tickets and provides status updates to affected staff.
- ... Work with EPM/EHR vendor to resolve system issues.
- ... Logs and tracks template and document changes.
- ... Assists with the ongoing monitoring of the EPM/EHR system.
- ... Assists department Director with the revision of the IT/PPE department policies and procedures.
- ... Successfully complete the NCP certification exam in EPM, EHR, and ICS within six months from filling the position.
- ... Performs other duties as required.
- ... Participates in all-staff meetings and in-services.
- ... Responsible for ensuring that the facility and grounds are maintained at the highest standards for safety, functionality, and in compliance with all local, state, federal and accrediting body requirements.
- ... Complete periodic training to ensure compliance with new or revised standards and requirements. Update policy and procedures to incorporate any changes.
- ... Coordinate, schedule, and maintain documentation for repairs and maintenance of the facility structure, systems, back-up power, and grounds. Provide reports to the Director of IT and PPE.
- ... Monitor and ensure all required facility checks are completed and the activity is logged. Provide copies of the logs to the Director of IT and PPE.
- ... Perform periodic walk-throughs of the facility to check for structural or system issues.
- ... Directs work with each department manager to accommodate their needs for equipment repairs and building repairs. Inspects completed work and follows up with vendors to make sure jobs have been completed.

JOB DESCRIPTION
INFORMATION SYSTEMS SPECIALIST
PAGE 3

Educational requirements:

1. Two years or higher of college education with experience in network systems and software development preferred.
2. Two years of previous medical office experience or at least six months of DHC experience preferred.

Experience requirements:

1. Experience with event-driven programming language or software development preferred.

Skill requirements:

1. Ability to identify opportunities for improvement and implement proactive change to enhance business functions.
2. Ability to manage own time and be productive with minimal direction.
3. Proficient in using Windows Operating Systems, MS Office, Crystal Reports, EPM/EHR systems, Internet, and e-mail applications.
4. Good verbal and written communication skills to interact effectively with vendors and staff.
5. Good organization skills.
6. Basic knowledge of network operating systems, protocols, and administration.
7. Ability to problem solve complex issues.

Behavioral requirements:

1. Positive attitude and professional conduct.
2. Ability to function in a team environment.
3. Promote staff morale.
4. Promote staff leadership.
5. Supports team performance by maintaining good attendance.
6. Respects the dignity of privacy of patients and others.
7. Displays courtesy and respect in day-to-day interaction with others verbally and in overall conduct.

Essential functions of the job:

1. Daily work may involve substantial movements (motions) of the wrist, hands, and/or fingers, keyboarding. Able to lift up to 50 pounds. Includes stooping, reaching, standing, walking, pushing, pulling, grasping, feeling, talking, hearing, repetitive motion, sitting for long periods of time.
2. Primarily subject to inside environmental conditions, with some outside environmental conditions as needed.

Hours:

Determined by Director based on department needs.

Job relationships:

No supervision of staff.
Supervised by Director of IT and PPE.

Job boundaries:

No supervision of staff.
Supervised by Director of IT and PPE.

**JOB DESCRIPTION
INFORMATION SYSTEMS SPECIALIST
PAGE 4**

EMPLOYEE ACKNOWLEDGMENT

BY MY SIGNATURE BELOW, I ATTEST that I have read and understood the job description for the position of Information Systems Specialist.

Based on that information, I believe (check appropriate box):

- I can perform the essential functions and duties of this position with or without a reasonable accommodation.
- I am not able to perform this job with or without a reasonable accommodation.

BASED ON THE ABOVE INFORMATION and box checked, I hereby certify that all my statements and information related to the employment process are true and complete, and the failure to answer any questions or failure to answer truthfully and completely may result in my termination or not being hired.

APPLICANT/EMPLOYEE SIGNATURE: _____ DATE: _____

SIGNATURE OF HIRING AUTHORITY: _____ DATE: _____