Alta Care Group
Job Description – IT Specialist

POSITION: IT Specialist
SUPERVISOR: IT Administrator
STATUS: Non-Exempt
RATE: Commensurate with Alta Salary Scale

General Responsibilities

The IT Specialist serves as the organization's first line of support for IT hardware and software and to provide support to users throughout the organization. This includes working with external IT vendors, or working independently to set up new sites/buildings with necessary IT needs, troubleshooting problems, analyzing workflows, recommending and creating efficiencies, creating forms into the electronic system, and generating reports to ensure quality assurance. The IT Specialist works closely with senior level staff to ensure high quality training and materials that are in-line with providing value-based care and reports directly to the CEO.

The IT Specialist is the primary liaison between the organization and any external IT related vendors such as any managed services provider, network administrator, and server hosting company, etc. for IT related issues.

The IT Specialist will become familiar with our Credible EHR platform and achieve certification as a super-user. This position will work closely with members of our clinical, IT, finance, and administrative departments with a heavy focus on optimizing clinical workflows and configuring the EHR system for optimal performance and increased productivity of users.

Specific Essential Functions of the Job

1. General IT Hardware/Software Support
   - Assist staff daily with software/hardware issues. Troubleshoot user and equipment problems.
   - Ordering desktop PC's, laptops, tablets or any other IT related accessories as requested.
   - Assist with tracking device assignments to staff.
   - Assist in setting up and authorizing new employees.
   - Train new staff on device, EHR, and staff portal usage.
   - As needed, assist with setup of new devices.
   - Train on how to use hotspots.
   - As needed, assist with adding new staff to phone system with network administrator.
   - Maintain all equipment/copiers/fax/postage machines.
   - Perform all credit card machine updates and assure card machines are in compliance and pass quarterly scans.
   - Attend monthly IT meetings. Bring staff needs and issues.
   - Work with outside vendors, as needed to troubleshoot webpage/Domain name issues.
   - Work with Green team for recycling.
   - Order all battery back-ups and set up/monitors/phone head-sets etc.
   - Install Head Start software (Childplus) on computers or the Childplus attendance app on tablets.

Disclaimer: The above statements are intended to provide an understanding of the major duties and responsibilities to be performed by the employee in this role. This job description is not an all-inclusive list of job related tasks and the employee in this role may be expected to perform tasks other than those specifically stated in this description.

- Advise managed services provider when staff move to different locations in order to update telephone extensions.
- Submit tickets for staff who need printer software installed, or other needs as they arise.
- Assist staff in setting up voice mail, as needed.
- Report issues with phones not registering or internet not working and liaison with phone/networking vendor to troubleshoot.
- Take computers to various locations and submit tickets for set-up of monitoring software and virus protections.
- Request quotes for work needed (phone jacks) wiring, ordering equipment.
- Follow up with staff to make sure their tickets were resolved.
- The responsibilities listed above are not intended to be exhaustive, as other duties may be assigned.

2. EHR Support and Development
- Serve as primary point of contact for behavioral health division's utilization of the agency's electronic health record (Credible), working to ensure program, billing, human resources, and management have access to information and optimal functionality for their unique business needs.
- Daily monitoring and responses to email and phone requests for support from Credible users and provide telephone and/or face to face support.
- Provide support to psychiatrist, clinicians, and staff in their use of an electronic client chart and the function of computerized order entry.
- Problem-solve and take initiative to develop system enhancements, new additional programs, and solutions to issues that arise related to Credible.
- Monitor and remain knowledgeable of Credible system upgrade release notes and implement updates.
- Develop trainings and materials, and provide trainings to support user skill development, mastery and workflow improvements. Develops EHR training to effectively impact the adoption, use, and engagement of provider and line staff users. Uses a dynamic approach that adapts to each user group, delivering training that is technically appropriate for the group or individual.
- Ensure that all reporting requirements for each program and business area are met, after confirming data validation and accuracy, for internal and external stakeholders as the primary provider of data and/or facilitator for those individuals to accurately access and report on data.
- Develop and maintain a library of reports and generate customized reports as required by management, finance, funders, and quality assurance.
- Assist in managing user access and profile creation, including user creation and deactivation.
- Act and function as a resource for continued testing of application upgrades, system improvements and changes.
- Facilitate special EHR projects and system review as needed.
- Undertake related duties as assigned in all administrative positions.

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Work Relations/Characteristics
1. Capable of setting priorities and carrying out multiple responsibilities independently.
2. Ability to set and meet deadlines as well as manage time wisely and effectively.
3. Ability to problem-solve and take initiative related projects, issues, and electronic health record system as well as custom analytics and dashboards.
4. Ability to develop and maintain positive relationships among team members and external stakeholders.
5. Excellent organizational and project management skills.
6. Excellent verbal and written communication skills.
7. Strong attention to detail and accuracy.
8. Thoroughness in carrying out job responsibilities.
9. Understand and conform fully to professional ethical standards.
10. Maintain flexibility in adjusting to Alta and external policy changes.
11. Initiative in carrying out job responsibilities.
12. Loyalty to Alta interests.
13. Analytic and organized approach to problem solving.
14. Ability to work with respect for cultural diversity.
15. Ability to engage families who may not want the service.
16. Sensitivity to cultural and economic characteristics of a diverse service population.

Specific Essential Conditions of Employment
1. Physical ability, with reasonable accommodation, if necessary, to perform specific responsibilities included in the job description.
2. Ability to write legibly and operate phone, with reasonable accommodation, if necessary.
3. Ability to provide transportation for self, as needed.
   A. Possess a valid Ohio Driver's License.
   B. Current auto liability insurance to the limits required by the Ohio Department of Motor Vehicles.
4. Citizen of the United States.
5. Absence of past criminal activity, which would bring into question professional and personal integrity as it applies to the position responsibilities.
6. Ability to perform services at sites/locations based on needs of the organization.
7. Flexibility in adjusting work schedule, days, and hours as necessary to fulfill the responsibilities of the position.
8. Must be able to lift 30 lbs.

Minimum Qualifications
1. Bachelors or Technical degree in Computer Information Systems, Health Information Technology, or related field. Education can be substituted with equivalent work experience. Fluency with Credible or EHR application functionality and usage preferred.
2. Broad technology background. Proficiency in SQL query generation, Active Directory, proprietary software troubleshooting, and data analysis preferred.
3. Highly skilled and proficiency in computer use including Word, Excel, PowerPoint, Internet, Databases and Electronic Health Record Systems.

4. Proficient with analytic reporting tools and concepts.

Other
1. Must obtain Credible EHR Super-User Certification within the first 6 months of employment.
2. Maintain a strong relationship with Credible (vendor) to resolve system issues and discuss proposed enhancements.
3. Maintain strong relationships with external IT vendors.
4. Must have flexibility with work schedule.
5. Requires local travel between different office locations. Possible out of state travel for training or conferences.

By signing, I acknowledge that I have read and understood this job description. I also acknowledge and agree to comply with all policies and procedures as outlined in the Alta Employee Handbook.

_____
_____
Employee Signature   Date

_____
Employee Name (Print)

_____
_____
HR Representative/Supervisor   Date

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