

HOSPITAL CLINICAL/SYSTEMS SUPPORT SPECIALIST I**NATURE OF WORK IN THIS CLASS:**

This position provides entry-level Tier III technical support of hospital Clinical Systems and Applications or other specialized hospital Information Systems.

An employee at this level will perform basic system administration duties on critical IT systems, applications and other servers including installing, repairing, maintaining, upgrading and providing general support in a hospital computing environment.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed).

Evaluate, test, and deploy all software and hardware upgrades to server infrastructure.

Provide monthly, semi-annually, and yearly custom reports for Patient Revenue, General Financial, Clinical, and Ancillary departments as needed.

Perform software and hardware installation on desktop computers as guided by established default software load packages and procedures.

Monitor servers, applications and services on a proactive basis using a combination of tools to ensure high availability and Service Level Agreements.

Perform regular and on-demand mission critical server system backups and recoveries.

Assist in developing, implementing, testing and maintaining server level disaster recovery plans.

Assist upper level Support Specialists in day to day application and training support as needed.

Collect and review systems data for capacity and planning purposes.

Work closely with the MIS team to provide end-user support and issue resolution.

Assist with in the research, and evaluate and recommend system technologies to support business needs and requirements.

Provide entry level day-to-day application support on the GMH Revenue Cycle Management Application Suite or clinical systems and applications.

Create and maintain documentation for all application server systems processes and procedures.

Assist with the coordination, support, and goals of the GMHA Administrative, Fiscal, and Operations and Clinical division technological advancements, compliance, and objectives.

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Maintain network administration, domain user creation and permissions logs and remote user configuration permission logs.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of computers and electronics.

Knowledge of the functions and capabilities of Information Technology (IT) Systems or other specialized Healthcare Information Technology Systems and processes.

Knowledge of the principles, practices and techniques of computer programming, systems support, systems analysis and help desk support.

Ability to analyze and evaluate technical systems failures and find solutions.

Ability to evaluate systems and processes and recommend adapting to cost savings electronic data processing techniques to improve program effectiveness.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to interpret and apply pertinent laws, regulations and other program guidelines.

Ability to ensure data integrity; apply systems security and control standards and methodologies.

Ability to prepare technical reports, standard operating procedures, user documentation and technical reference manuals.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Skilled in systems design, systems support and system implementation in a computing environment.

MINIMUM EXPERIENCE AND TRAINING:

- A) Two (2) years of experience in Information Technology (IT), specialized technical support, help desk support, or systems management work; and graduation from a recognized college or university with an Associate's degree in Computer Science, Information Science, or related field; or
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

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Hay Evaluation:

DI2	152
D3 (29%)	43
DIC	<u>50</u>
	245

Pay Grade-J



Eloy S. Lizama, Chairman, Board of Trustees

11/19/17

Date