

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

This position provides complex/advanced technical lead support of hospital Clinical Systems or other specialized hospital Information Systems.

An employee at this level will provide support that encompasses the development, deployment, maintenance and management of Hospital wide Clinical IT systems and other specialized hospital Information Systems to facilitate accurate, efficient and standards compliant to direct and indirect patient care 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).

Facilitate the installation, implementation, support and administration of Clinical Information Systems and Applications or other specialized Hospital Information Systems.

Serve as project leader to plan and execute major Hospital Network Infrastructure upgrades, installations and configurations of hardware, software, network client workstations and peripherals.

Provide Tier III level technical support in the repair, configuration, software installation, problem determination and resolution, testing and provisioning of all personal computers and peripherals connected to the Hospital Wide Information System.

Participate with the design, development and implementation of solutions to system needs; communicate systems needs in a timely manner to appropriate staff.

Respond to and monitor service requests, analyze, diagnose, troubleshoot and coordinate resolution of clinical environment to resolve technical issues.

Organize and lead multiple projects and priorities within specified timelines.

Train Personnel on all Clinical Information Systems & Applications utilized by the Information Technology Department ; and serves as a direct liaison between IT and departments for project consultation, training, patch updates, testing environments.

Participate in strategic and operational planning to achieve hospital goals and coordinate the evaluations, deployment and management of current and future information technology systems across the organization.

Develop education and training materials for use by customers and end-users. Monitor, evaluate and record training activities and program effectiveness through exams and competency skill test.

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MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of computers and electronics.

Knowledge of the functions and capabilities of Hospital Clinical Information 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.

Knowledge of transmission, broadcasting, switching, control and operation of telecommunications systems.

Knowledge of HIPAA, the Privacy Act and Joint Commission regulations.

Ability to manage time, organize processes and maintain documentation.

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

Ability to perform risk management assessment and provide solutions, safeguards, and control.

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 work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

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

Skilled in working with complex systems design, management, maintenance, and configuration scenarios, to ensure maximum efficiency, effectiveness, productivity and regulatory compliancy.

MINIMUM EXPERIENCE AND TRAINING:

- A) Three (3) years of progressively responsible experience in Hospital Information Clinical Systems and technology; or experience in specialized technical support, help desk support, and systems management; and graduation from a recognized college or university with a bachelor's degree in Computer Science, Information Science, or related field; or

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- B) Any equivalent combination of experience and training beyond the bachelor's degree which provides the minimum knowledge, abilities and skills.

Hay Evaluation:

E12	200
E3 (33%)	66
E1C	<u>76</u>
	342

PAY GRADE - M



Eloy S. Lizama
Chairman, Board of Trustees

1/19/17
Date