

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

This position administers complex hospital clinical technology systems or specialized hospital information technology systems.

An employee in this class will be responsible for the supervision of staff as assigned to assist in the administration of the Hospital's clinical technology or other specialized hospital information technology systems; and for administering IT directives that encompass the development, deployment, maintenance and management of Hospital-wide Clinical IT; or other specialized hospital information systems in order to facilitate accurate and efficient 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).

Administer the Clinical Information Systems and Applications; or the Revenue Cycle Management and Financial Information Systems and Applications used throughout the hospital and serves as liaison between vendors and the hospital.

Assist Clinical or Operation's areas in the use of information systems for the advancement of accuracy, efficiency and compliance of direct patient care.

Manage Tier III Level of technical support in the areas of systems administration, technical, and management support and design; network security and infrastructure, user access and security; Change and Patch management; quality assurance; Disaster recovery and Business Continuity Management; regulatory compliance, risk management, and maintenance of information systems and technologies in a hospital computing environment.

Plan and establish system requirements and design specifics; participates in planning, directing and coordinating project activities which include the evaluation, deployment and management of current and future hospital IT systems across the organization.

Manage and conduct Risk Management safeguards and controls to ensure maximum and effective systems security of all Hospital Information Systems that store, process or transmit healthcare information.

Manage the security design, implementation, and maintenance of enterprise network testing by working with system engineers to design the test network, manage and configure firewalls and VPNs, support virtual evaluations; and assist in the design and development of integrated information systems interoperability.

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Design, test, provision, and implement modern secure operating systems, networks, and database products for use in the hospital computing environment.

Conduct quality assurance pre-check and ensure equipment meets standard preset installation package.

Coordinate and communicate system procedural implementation to end users, coordinators, specialty managers and work teams and serves as liaison between users, vendor and IT Department.

Oversee the maintenance of hospital physical servers and coordinates problem resolution with IT staff.

Define, capture, analyze, archive and maintain hospital-wide master database files and patient information data. Provides end-user access to data extracts through custom query reporting method, data download, files transfer, Electronic File Transfer (EFT) and submission, transaction code set, Electronic Data Interface (EDI) standards used for electronic medical claims processing and remittance advice with contracted third party payers.

Manage and perform backup strategies to ensure complete hospital information systems and technology daily backups.

Manage and resolve system and application problems with end users by identifying issues and or source of program errors.

Maintain user's compliance of information security policies and procedures, and technical systems for confidentiality, integrity and availability of all organizational healthcare information systems in accordance with HIPAA Security and Joint Commission.

Conduct physical and electronic security audits.

Determine and recommend improvements of standards and implements changes. Develops and maintains relationships with system vendors.

Manage the installation of new clinical and technical support systems and releases; coordinates efforts to detect and correct system problems with newly installed application and updates between IT staff, functional end users and third party vendors.

Manage IT component of the RIS and LIS teams to insure interfaces and data flow required are functioning properly.

**MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of the functions and capabilities of hospital and healthcare information technology processing.

Knowledge of the standard principles, methods, practices, techniques of information technology such as information systems planning, database design, programming and systems implementation.

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Knowledge of VPN, Network Protocols, Management, Wiring and Hardware; and wireless Technology and Access Control Systems.

Knowledge of electronic communications and encryption protocols and compliance.

Knowledge of Windows Operating Systems, Windows and desktop software applications and support, Patch Management, and end-user compliance and controls.

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

Knowledge of the principles and practices of computing programming, system analysis, and design.

Knowledge of computer hardware and software systems.

Knowledge of Wide Area Network (WAN) development enterprise and/or Voice Over Internet Protocol (VOIP) system development.

Ability to think logically and pay close attention to details.

Ability to make decisions in accordance with appropriate guidelines.

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

Ability to ensure data integrity and apply system security and control standards.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Skilled in planning and project management.

Skilled in analytical and critical thinking, in conjunction with route technical user support and resolution methods.

Skilled in supervision, planning, and project management.

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

**MINIMUM EXPERIENCE AND TRAINING:**

- A) Four (4) years of progressively responsible experience in administering hospital information technology and clinical systems; and graduation from a recognized college or university with a Master's degree in Computer Science, Information Science, or related fields.
- B) Three (3) years of progressively responsible experience in administering information and technology systems; or experience in information systems support, systems analysis, systems

design, and systems management ; two (2) years of supervisory or leadership experience; and graduation from a recognized college or university with a Bachelor's degree in Computer Science, Information Science, or related field.

HAY EVALUATION:

E13	264
E3 (38%)	100
E2C	<u>115</u>
	479

PAY GRADE-O



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Eloy S. Lizama  
Chairman, Board of Trustees

1/19/17  
Date