

**HOSPITAL IT SUPPORT SUPERVISOR****NATURE OF WORK IN THIS CLASS:**

This position oversees the help desk of the IT department and manages the daily operational support and security of electronic data processing, the security of information and systems; and the technical support staff and services in a Hospital computing environment.

An employee in this class is responsible for overseeing the technical support services of the hospital on a twenty-four (24) hour, seven (7) days a week operation.

**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).

Oversee the IT Help Desk and manage the daily operations of information systems and technologies of the hospital.

Oversee the access of secured hospital information and ensures the compliance of security policies, procedures, and technical systems.

Manage all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, and coordination of Help Desk functions.

Provide technical assistance and support related to computer systems, hardware, or software. Respond to queries, runs diagnostic programs, isolates problem, and determines and implements solution.

Oversee the installation; configuration and testing of all virtual think client stations, personal computers and peripherals, network workstations and scanning devices.

Conducts quality assurance pre-check and ensures equipment meets standard preset installation package requirements.

Oversee the maintenance and monitors all hospital physical servers.

Assists in the maintenance of and ensures the Hospital-wide Master Database and Patient Information Data is defined, captured, analyzed, reported, stored, secured and archived with accuracy and confidentiality.

Assists end-users by providing access to data extracts through custom query reporting method, data download, files transfer, electronic files transferring (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.

Oversee and perform backup strategies to ensure complete hospital information system and technology daily backups are performed. Monitors Disaster Recovery and reports issues as arises.

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Oversee the hospital and third party applications and Access Key System user profiles for end-user security and specific authorization levels.

Prepare and maintains technical reports, standard operating procedures, user documentation procedures and technical reference manuals.

Assist in the conduct of assessments of risks associated with IT investments and in the coordination and development of risk management of hospital information systems, databases, technologies and the development of corrective action plans to mitigate against all risks.

Oversee the assessment of the inventory of all computer and network equipment, software subscriptions and unusable equipment.

Monitor, maintain and troubleshoots Clinical Applications and Systems and technical support systems to ensure optimum system availability and reliability.

**MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of electronic data processing.

Knowledge of computer operating capabilities.

Knowledge of computer operations and techniques.

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

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

Ability to administer electronic data processing systems and activities.

Ability to supervise the work of others.

Ability to make decision in accordance with appropriate program guidelines.

Ability to identify and correct computer and peripheral failures and find solutions.

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

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

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Ability to prepare reports.

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Skilled in the operation of computer and peripheral data processing equipment.

Skilled in planning and project management.

Skilled in PC repair, Windows Operating Systems, Office Suites, to include the use of diagnostic tools, standard repair methods and procedures.

**MINIMUM EXPERIENCE AND TRAINING:**

- A) Three (3) years of progressively responsible experience in Hospital Information Systems and technology, help desk support, assisting in systems management or systems administration, with two years of supervisory experience, and/or graduation from a recognized college or university with an Associate's degree in Information Technology, Management Information Systems or related field; or
- B) Two (2) years of experience in Hospital Information Systems and technology, help desk support, assisting in systems management or systems administration; three (3) years of supervisor experience; and graduation from a recognized college or university with and Associate's degree in Information Technology, Management Information Systems or related field.
- C) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

Hay Evaluation:

E13	200
D3 (33%)	66
D2C	<u>76</u>
	342

Pay Grade-M

  
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Eloy S. Lizama  
Chairman, Board of Trustees

1/19/17  
Date