

Clinical Application Support Technician



JOB TITLE: Clinical Application Support Technician

REPORTS TO: CIO

TYPE: Full Time (hourly)

Job Summary / Overview:

Responsible for providing first level application support and training to staff on use of Electronic Health Record application. Trains staff to ensure positive results with clinical application and related systems. Demonstrates solid workflow process skills and technical aptitude to improve daily efficiencies.

Essential Duties:

- Responds to incidents and requests tickets in a timely fashion and documents all activity related to that ticket.
- Provides EMR support for users with equipment running clinical application.
- Assists application analyst with software updates and patch deployment.
- Diagnose and resolve basic EMR issues to include but not limited logins and permissions, user setup, and peripheral interface communications.
- Diagnose and resolve all IT related equipment issues, scanners, printers, desktop and laptop computers.
- Identifies and escalates complex problem reports or service requests to the either the network administrator or EMR application analyst.
- Utilize RMM system (Remote Monitoring and Management) to push patches, provide remote support, and monitor system health and information.
- Provide after-hours systems check on a rotational basis.
- Travel for remote user support for local and regional team members.
- Performs other duties as assigned.

Requirements:

High School Diploma or GED required. 6 month technical experience required.

Competencies:

- Customer Service
- Communication Skills
- Displaying Technical Expertise
- Supporting Coworkers
- Adaptability/Flexibility
- Quick to Learn – Just in Time Training

Computer Skills: Intermediate

Clinical Application Support Technician



- Knowledge of Windows and Office.
- Computer trouble shooting: WiFi, Power, Display Settings
- LAN / WLAN connectivity

Physical Demands: Moderate physical exertion or activity.

Work Environment: Office environment. 7:30am-4:30pm and/or 9:00am-6:00pm on a rotating bases.