CLINICAL IT TECHNICIAN
Job Description

Department: Clinical Information Technology
Reports to: Clinical Information Technology Director

This position will be responsible for providing technical and service support on software programs.

DUTIES AND RESPONSIBILITIES
- Assist co-workers with software problems.
- Train and support CPSI and Medhost users.
- Maintain security and train new providers with CPSI and Medhost.
- Address reported problems with CPSI and Medhost.
- Create and maintain a variety of building documentation pieces and other processes in CPSI and Medhost.
- Read and understand software operating manuals.
- Assist with installation of designated software.
- Provide technical and software support by phone.
- Communicate with vendors by phone to address software problems.
- Install software such as Microsoft Windows, Linux, CPSI, Medhost.
- Respond to questions from administration, faculty and staff relating to software problems.
- Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES
- Ability to read, analyze and interpret general business periodicals, professional journals, and software procedures.
- Fluent in CPSI, Medhost, Microsoft and any other software programs.
- Ability to work independently and as part of a team to problem solve.
- Up to date with federal/state/local regulations.
- Scope of Nursing Practice and Theory
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of Department Directors, Executive Directors, and CEO.
- Demonstrate ability to utilize interpersonal, written and verbal communication skills and group facilitator/process skills.
- Two years of computer related experience.
- Proper care and use of personal computers.

QUALIFICATIONS

Associates Degree Nursing with 5 or more years of experience or two to four years related experience and/or training; or equivalent combination of education and experience. Must demonstrate the ability to interact with peers, management, and other departments in a professional manner. This position functions under the direct supervision of the Clinical Information Technology Director.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand, walk and stoop, kneel, crouch, or crawl and climb stairs. The employee is occasionally required to sit, climb or balance, and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Must be able to work in a variety of environments.

Employee Signature: _____   Date: _____

Revised: September 10, 2020