

Job Title:	<b>Health Information Technology (HIT) Analyst</b>	Reports To:	Director of HIT Services
Location:	Chicago	Travel Required:	Special Projects (5-10%)
Level/Salary Range:		Position Type:	Full Time
HR Contact:		Date Posted:	January 3, 2018
External Posting URL:			
<b>Applications Accepted By:</b> Email: <a href="mailto:careers@alliancechicago.org">careers@alliancechicago.org</a> or Fax: 312.274.0069 Subject Line: Health Information Technology (HIT) Analyst			

<b>Job Description:</b>
<p><b>Position Summary:</b> The Health Information Technology Analyst (HIT Analyst) position at the AllianceChicago provides hands-on experience within the Health Center Controlled Network (HCCN) in support of safety net community health centers who committed to leveraging Health Information Technology for patient care, quality improvement and research purposes.</p> <p>The HIT Analyst is the primary Support agent for Centricity PM/EMR users within the HCCN. The HIT Analyst researches problems, plans solutions, and coordinates changes to meet business or other requirements. The HIT Analyst will be highly proficient with electronic health record software, operating systems, and computer hardware platforms. The HIT Analyst will translate user requests into technical specifications, appropriate workflows, or next-step action items as they serve as a liaison between the health centers, vendors, and internal AllianceChicago staff.</p> <p>The HIT Analyst will serve as a member of the HIT Services Team which consists of the HIT Analysts, HIT Coordinator, and the HIT Implementation Specialists. Collectively this team provides multi-tiered support to community health centers. This will include covering an after-hours on-call schedule and weekend support calls, attending weekly support meetings as needed, and managing an up-to-date online ticket tracking system regularly.</p> <p><b>Essential Duties:</b></p> <p><b>Customer Relations &amp; Support:</b></p> <ul style="list-style-type: none"> <li>• Serves as a leading member of the support team responsible for clinical/end-user/vendor <b>Level II</b> support utilizing deep knowledge of both Practice Management and Electronic Medical Record application features and related add-on software</li> <li>• Demonstrates a high level of ability in communicating with internal staff, external users or vendors to identify and remedy problems or concerns with the HIT system or third-party applications</li> <li>• Works with staff at health centers to solve problems specific to HIT use, development, implementation and maintenance with minimal senior level oversight</li> <li>• Identify issues and route requests clearly, consistently, and efficiently to subject matter experts, department groups, local IT, or hosting facility</li> <li>• Utilizes and manages an up-to-date ticket tracking system; prioritize, track and help resolve user problems and requests with a sense of urgency</li> <li>• Troubleshoot basic first level and second level IT issues with Citrix-hosted applications, forms, add-on features and applications</li> <li>• Document all work performed and is responsible for client communication and satisfaction, including updated ticket information, completion of Replicon for finance purposes</li> <li>• Documentation of processes and infrastructure required for additional troubleshooting by different departments</li> </ul>

- Coordinates with Clinical Implementation Specialists, HIT Coordinators, Practice Transformation, and IT for internal support or external meetings with vendors or clients.
- Coordinates with internal teams to arrange meetings regarding tickets pertinent to each department
- As part of the implementation team, monitor and document the schedule for updates, upgrades and system changes on SharePoint
- Responsible for monitoring assigned clinic list to follow up with open tickets
- Identifies opportunities for training and support and reports out to the Director of HIT Services
- Create training materials with archived tickets and contribute to the Knowledge Base
- Participate and facilitate webinars regarding EMR training for site administrators and staff
- Provide **Level II** support to health centers using GE Centricity Practice Management and HIT by managing help desk tickets and participating in the on-call after-hours rotations.

**Maintenance of Hosted Electronic Health Record System:**

- May support health center's billing operations or go live support on an as needed basis
- May support health center's Centricity administrative operations or go live support on an as needed basis
- Supports testing of product enhancements and upgrades with Clinical Implementation Specialists, IT and Informatics
- Contributes to the development and maintenance of training materials for electronic health record applications and IT

**Other Requirements:**

- Ability to work with standard Microsoft Office XP (Word, Excel, Power Point, Project, and Outlook)
- General Knowledge of Microsoft computing environment
- Experience with Citrix and Active Directory
- Organized and detail oriented; value quality assurance
- Ability to prioritize, set and meet expectations; closed loop handling of issues and tasks with appropriate escalation; take charge – organizer and responsibility taken on voluntarily
- Excellent listening, written and verbal communication skills
- Ability to understand and adapt to different communication and work styles; work with individuals of diverse backgrounds and educational levels, function in a collaborative and collegial environment and generate trust and build alliances with coworkers
- Good motivational, complaint handling and conflict resolution skills
- Generally structured work hours based on daytime support schedules with periodic after hours on call

**Education/Training/Experience:**

- Bachelor's Degree preferred in Computer Sciences, Liberal Arts, Health Education, Information Technology, Education, Sciences or Associates Degree with equivalent experience required.
- A high degree of knowledge in GE Centricity Practice Solution on both Practice Management and EMR modules of the product.
- Experience with troubleshooting and investigative processes
- Knowledgeable about HIT applications and/or familiarity with use of HIT applications in the ambulatory/outpatient setting required
- Call center experience preferred
- 2 -4 years of experience in a role supporting use of an Electronic Medical Record System and Practice Management System, ideally in an outpatient setting preferred
- 2-4 years of experience working within a Citrix environment preferred
- 2-4 years of experience working in a healthcare setting preferred
- 2-4 years of experience in support capacity required
- 2-4 years of experience researching system capabilities required

**Working Conditions:**

- General office setting, extensive telephone and desk work at computer terminal
- May be required to lift, carry, bend, reach and stand with parcels up to 25 lbs.
- Will work in a close multidisciplinary team environment

- Presentational speaking and group facilitation situations are common
- Travel only upon request for special projects

**ORGANIZATIONAL OVERVIEW:**

Founded by four partner Community Health Centers in 1997, AllianceChicago's three core areas of focus are Health Care Collaboration, Health Information Technology, and Health Research & Education. AllianceChicago supports the use of HIT to improve quality, efficiency, and access to services in a national network of community Safety Net health care organizations. The mission of AllianceChicago is to improve personal, community, and public health through innovative collaboration.

**ADA Statement:** The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

**EEO Statement:** AllianceChicago believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of non-discrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran status, marital status, physical or mental disability, or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists. AllianceChicago will comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

**Disclaimer:** The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as qualified.