



Elbowoods Memorial Health Center

1058 College Drive
New Town, ND 58763-4400
(701) 627-4750
Fax: (701) 627-2809

EXEMPT
NON-EXEMPT

POSITION DESCRIPTION

POSITION: Application Support Specialist
DEPARTMENT: Information Technology
REPORTS TO: IT Director
SALARY: \$23.00 – \$33.00 per hour
CLASSIFICATION: Non-Management Regular, Full-time
TELEWORK ELIGIBLE: No
DUTIE STATION: Elbowoods Memorial Health Center
New Town, North Dakota

POSITION SUMMARY:

This position report directly to the IT Director. The Application Support Specialist provides assistance related to the installation, operation, and maintenance of both clinical and computer application programs. Works with the Clinical Applications Coordinator.

ESSENTIAL DUTIES:

- Answer, evaluate, and prioritize requests for assistance from users experiencing problems with clinical applications and other EHR-related applications and technology;
- Assists in the implementation of new software products obtained by the facility that cover these functions;
- Troubleshoot and assist in the software maintenance and support of EHR, PACS/RIS, LIS, and legacy clinical application software;
- Analyzes and evaluates processes related to information flow;
- Acquires a comprehensive knowledge of the software involved to determine what are procedural issues versus system/application deficiencies;
- Provides training to clinical staff on current software applications and new features, and ensures training is scheduled for new users and assists staff in the efficient use of the current software;
- Emphasizes timeliness, accuracy, security and the importance of these functions on every other clinical application;
- Promotes an awareness of the importance of data validity and data security;
- Logs all problems, referring those requiring a higher level of technical support to the appropriate person or team;

- Creates a positive environment for reporting application and/or system issues and suggestions for system improvements and enhanced functionality;
- Performs other work-related duties as assigned;
- Performs routine preventive maintenance and updates (daily, monthly, yearly and as required); troubleshoots common software problems and refers problems to technical consultant as needed;
- Represents EMHC in a highly professional matter;
- Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;
- Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
- Actively strives to educate the community on the mission, vision and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs;
- Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
- Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center; and
- Attend training as required.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

SUPERVISORY REQUIREMENTS:

- The requirement for managing of others does not exist.

QUALIFICATIONS, EXPERIENCE, EDUCATION:

- Associate's degree in Information Technology, public health, health services, health science, health informatics, health care administration or nursing; **PREFERRED**
- IT industry/ Health informatics certifications; **PREFERRED**
- Must have excellent communication skills and pay attention to detail;
- Cognitive knowledge, skills, abilities as related to the position;
- Computer literate and basic proficiency with Microsoft Office and other database software. i.e., RPMS/EHR;
- Knowledge of principles and practices of the organization;
- Operate standard office equipment;
- Familiarity with MHA Nation culture, values, and traditions;
- Must be punctual, reliable, dependable, and able to maintain confidentiality;
- Must have a valid driver's license and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle;
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

WORKING CONDITIONS:

- Work is performed in an office (clinic/outdoor/warehouse) environment with varying conditions of noise level, temperature, and illumination.
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.
- Work is performed inside with exposure to unpredictable crisis situations.
- Shift work may be required.
- Extensive walking is required since interaction between all disciplines within the health care operations and management is required.
- Travel may be required to accomplish organizational goals.
- Telework is a privilege not a right. Management can revoke the telework option at any time which will require the work to be performed onsite.
- Telework travel reimbursement is reviewed on a case-by-case basis only.

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job:
 - the employee is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear.
 - The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.
 - The employee must regularly lift and/or move up to 50 pounds.
 - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
 - Must be alert, oriented, ability to perform with accuracy and be self-conscious of surroundings at all times.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

**PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD
SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE
AGENCY ENROLLED.**

All interested persons must submit the following information:

Job Application (found on MHA Website)

Questionnaire for Child Care Designated Positions (found on MHA Website)

Copies of:

- ✓ Diplomas/Certificates and Transcripts
- ✓ 2 Forms of ID: (1 Driver License and/or State Issued ID) and 1 Other
- ✓ Indian or Veteran Preference documents (If applicable);
- ✓ Must submit a Child Care Questionnaire as per Indian Child Protection and Family Violence Act P.L. 101-630

Submit all necessary information to the following addresses:

Three Affiliated Tribes/MHA Nation
Human Resource Department
307 5th Avenue
New Town, ND 58763
Ph# 701-627-8113
Fax# 701-627-2960