Three Affiliated Tribes
Elbowoods Memorial Health Center
1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750 Fax: (701) 627-2809

Job Description

APPLICATION SUPPORT SPECIALIST

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: IT Director	**FLSA STATUS: FT-Regular**
DEPARTMENT: EMHC IT	**LOCATION: 1251 Elbowoods Loop**
SALARY: $23.00 – $33.00 DOE/DOQ	**OPENING DATE:**
CLASSIFICATION: Non-Exempt	**CLOSING DATE:**

POSITION SUMMARY:
This position reports 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 AND RESPONSIBILITIES:
1. Answer, evaluate, and prioritize requests for assistance from users experiencing problems with clinical applications and other EHR-related applications and technology;
2. Assists in the implementation of new software products obtained by the facility that cover these functions;
3. Troubleshoot and assist in the software maintenance and support of EHR, PACS/RIS, LIS, and legacy clinical application software;
4. Analyzes and evaluates processes related to information flow;
5. Acquires a comprehensive knowledge of the software involved to determine what are procedural issues versus system/application deficiencies;
6. 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;
7. Emphasizes timeliness, accuracy, security and the importance of these functions on every other clinical application;
8. Promotes an awareness of the importance of data validity and data security;
9. Logs all problems, referring those requiring a higher level of technical support to the appropriate person or team;
10. Creates a positive environment for reporting application and/or system issues and suggestions for system improvements and enhanced functionality;
11. Performs other work-related duties as assigned;
12. Performs routine preventive maintenance and updates (daily, monthly, yearly and as required); troubleshoots common software problems and refers problems to technical consultant as needed;
13. Represents EMHC in a highly professional matter;
14. Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;

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15. Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
16. 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;
17. Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
18. Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center;
19. Attend training and maintain certifications as required; and
20. Other duties as assigned.

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

SUPERVISORY REQUIREMENTS:

- Supervisory role does not exist.

COMPETENCIES:

- **Analytical –** The individual synthesizes complex or diverse information;
- **Problem solving –** The individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully;
- **Verbal/written communication –** The individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings;
- **Quality management –** The individual looks for ways to improve and promote quality of the department and demonstrates accuracy and thoroughness;
- **Judgment –** The individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions;
- **Planning/Organizing –** The individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans;
- **Safety and Security –** The individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

KNOWLEDGE AND ABILITIES:

Knowledge

- Knowledge of the MHA Nation and Elbowoods Memorial Health Center policy and procedures of personnel administration;
- Knowledge of the organizations and operations of administrative programs.

Abilities

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- Ability to apply and adapt practices and techniques to the special requirements of senior management;
- Ability to establish and maintain effective relationships with other management staff, employees, and the public;
- Ability to present facts and recommendations effectively in oral and written form;
- Ability to be punctual, reliable, dependable and able to maintain confidentiality.

MINIMUM QUALIFICATIONS AND EDUCATION:

- High School Diploma/or GED; **REQUIRED**
- Associate's degree in information technology, public health, health services, health science, health informatics, heath 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;
- Familiarity with MHA Nation culture, values, and traditions;
- Valid Driver's License and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle; **REQUIRED**
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

WORKING CONDITIONS:

- Unless otherwise properly approved, the normal schedule of hours is from 8:00 a.m. to 12:00 noon, and from 1:00 p.m. to 5:00 p.m. CST;
- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job:
    - Work is performed in an office 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;
- Reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions:

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- The individual is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear;
- The individual is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl;
- The individual 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 always be self-conscious of surroundings.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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 individuals must submit the following information:

1. Job Application
2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to ABR_MNTEMHCrecruitment@ihs.gov & Recruitment@mhanation.com

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____