Ohio Health Information Partnership
HIT Support Analyst
Job Description

Job Title: Health Information Technology (HIT) Support Analyst
Prepared Date: October 2018

About the Ohio Health Information Partnership

The Ohio Health Information Partnership is a nonprofit organization based in Hilliard, OH. Its mission is to improve the quality and affordability of health care for all by promoting the use of electronic and personal health records and the exchange of health information among stakeholders in a private and secure manner.

The Partnership operates in the Health Information Technology industry under the CliniSync brand, developing and implementing Health Information Technology (HIT) solutions, including a Health Information Exchange (HIE). Our HIE solutions connect hospitals, physicians, and other providers to improve patient care. The partnership operates one of the largest HIEs in the country and engages in cutting edge technology to achieve its mission as a national industry leader.

The culture at The Ohio Health Information Partnership reflects a friendly, collaborative, and learning environment that offers many opportunities for personal and professional growth as the company continues to play a role in the improving quality of healthcare throughout the state.

About the HIT Support Analyst Role

The HIT Support Analyst must be a highly motivated self-starter with good interpersonal skills who can effectively aid fellow employees and customers when dealing with issues reported through the CliniSync support channels. The HIT Support Analyst should also bring some technical experience and/or interest to this role.

This individual must be able to quickly develop a thorough knowledge base of the technical products provided by CliniSync and can understand and interpret client business needs. The HIT Support Analyst is responsible for troubleshooting and resolving requests related to our technology during normal business hours and must be available in the office 9am-5pm Monday through Friday.

Essential Duties and Responsibilities:

- • Respond to customer questions and concerns with speed and professionalism
- • Serve as the first point of contact for customers contacting CliniSync Technical Support and/ the Partnership's main number
- • Provide thorough investigation and analysis on identified issues, determine cause, and solve the issue and/or build issue packages to escalate to proper OHIP resources for resolution; focusing on the following areas of Support:
  - o Credential new Community Health Record (CHR) and Notify organizations and users; as well as managing access
  - o Manage issues and access requests for Direct Messaging

- o Provide tier 1 troubleshooting for Results Delivery issues, managing requests for filtering and provider changes for endpoints
- Monitor system alerts and quickly resolve and/or escalate issues discovered via alerts
- Responsible for detailed issue documentation and rapid follow-up with clients to ensure resolution to the end user's satisfaction
- Assist in some office management tasks
- May assist CliniSync Technical Support and other OHIP staff with special projects as needed to achieve company goals
- May collaborate with fellow Support team members to develop and/or refine processes related to Support operations and goals

Education and/or Experience:

- Education/experience in computer science, health care IT, or other technology required
- 2-4 year degree or equivalent experience required
- Must understand customer service principles and practices

Computer Skills:

To perform this job successfully, the individual should possess proficient skills in the following:

- Experience with Microsoft Office software
- Understanding and/or willingness to learn appropriate CliniSync technology required.
  - o This may include technical infrastructure, software applications, and client/vendor technology
- Some understanding of networking principles preferred, not required
- Some understanding of HL7 language(s) preferred, not required

Other Skills and Abilities:

- Demonstrate ease in exercising professional poise, initiative, good judgment, good problem solving, change management and decision making
- Work well with others from different disciplines and varying degrees of technical expertise.
- Possess strong written, verbal, and interpersonal communication skills
- Exhibit self-motivation and independence in a work environment
- Possess strong organizational skills and be detail oriented
- Work cooperatively with others
- Show flexibility and adaptability in handling changing priorities under tight deadlines
- Demonstrate willingness to learn and pick up new tasks to assist with organizational goals