



Ohio Health Information Partnership / CliniSync

Job Title: Health Information Technology (HIT) Support Agent
Reports To: Director of Client Experience

Our Organization

The Ohio Health Information Partnership is a nonprofit participant-driven organization that is committed to improving the care, equity, and health disparities for all Ohioans, regardless of demographic or socioeconomic status. We accomplish this by facilitating the exchange of health and other critical information among participants in a private and secure manner.

The Ohio Health Information Partnership operates in the Health Information Technology industry under the **CliniSync** Health Information Exchange (HIE). Through the CliniSync brand, we develop and implement Health Information Technology (HIT) solutions that connect hospitals, physicians, and other providers to improve patient care. CliniSync is one of the largest HIEs in the country and engages in cutting edge technology to achieve its mission as an industry leader.

Visit our website: <http://clinisync.org/>

Our Culture

The culture at The Ohio Health Information Partnership reflects a friendly, collaborative, and learning environment and is comprised of hard-working and dedicated team members. We offer many opportunities for personal and professional growth as the company continues to play a role in improving quality of healthcare throughout the state.

Support Hours:

- 7:30 AM – 5:30 PM ET, Monday – Friday. (Teams member daily schedules are staggered so that each member is scheduled for 8 hours per day)
- On-call rotation outside of business hours for team members to address major critical issues only

In-Office/Remote Work:

- 3 in-office days and 2 remote days per week

Additional Benefits:

- Goal-based bonus program
- Medical, dental, and vision coverage
- Health Savings Account (HSA)
- Retirement Package
- PTO for all major holidays
- 4 weeks of additional PTO per year
- Weekly company-sponsored lunches

The Position

We want you to be you! Employees are encouraged to apply their own unique strengths and interests to this position while still covering all essential responsibilities.

We're looking for a highly motivated self-starter with good interpersonal skills. In this role, you will aid customers in troubleshooting issues reported through the CliniSync Support Portal and system monitoring programs. Through training, you will develop an understanding of the various technical products provided by the CliniSync HIE and be able to translate the needs of clients.

Essential Duties and Responsibilities:

- Serve as one of the first points of contact for customers contacting CliniSync Technical Support through the CliniSync online Support Portal and Customer Support phone line
- Investigate and analyze various client-facing issues to determine cause or escalate to proper resource(s) for resolution
- Monitor system alerts and resolve and/or escalate any issues that may be discovered
- Maintain detailed documentation and remain attentive to ensure client satisfaction
- Respond to client questions and concerns with speed and professionalism
- Collaborate with fellow Support team members to develop and/or refine processes related to Support operations and goals

Education and/or Experience:

- 2–4-year degree or equivalent experience required
- Education/experience in matters requiring frequent problem-solving is highly preferred
- Education/experience in customer relations is highly preferred
- Education/experience in health care IT or other technology is desirable
- Understanding of customer service principles and practices

Required Technology/Computer Skills:

- Experience with Microsoft Office software
- Understanding and/or willingness to learn appropriate CliniSync technology is required
 - *This may include technical infrastructure, software applications, and client/vendor technology*

Other Desired Skills and Abilities:

- Professional poise, initiative, good judgment, good problem solving, change management and decision making
- Collaborate with others from different disciplines and varying degrees of technical expertise
- Strong written, verbal, and interpersonal communication skills
- Self-motivation and independence in a work environment
- Strong organizational skills
- Flexibility in handling changing priorities under tight deadlines
- Interest in individual professional growth

Please email your resume directly to vminnich@ohionline.org to apply.