

Ohio Health Information Partnership
HIE Support Technician
Job Description

Job Title: Health Information Technology Support Technician
Prepared Date: October 10, 2017

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 Exchange (HIE) solutions. Our HIE solutions connect hospitals, physicians, and other providers to improve patient care. The partnership is one of the largest HIEs in the country, by volume, and engages in cutting edge technology to achieve its mission.

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 strives to improve the quality of healthcare throughout the state.

About the HIE Support Technician Role

The HIE Support Technician 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 HIE Support Technician should also bring some technical experience 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 HIE Support Technician 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 either solve the issue or build issue packages to escalate to proper OHIP resources
- Monitor system alerts and quickly resolve and/or escalate alerted issues
- Responsible for detailed issue documentation and rapid follow-up with clients to ensure issue 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

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
- Some understanding of networking principles preferred
- Some understanding of HL7 language(s) preferred
- Strong understanding and/or willingness to learn appropriate CliniSync technology required. This may include technical infrastructure, software applications, and client/vendor technology

Other Skills and Abilities:

- Demonstrate ease in exercising professional poise, initiative, good judgment, good problem solving, change management and decision making
- Work well with people from many different disciplines with 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