

# Dilkon Medical Center

## Job Vacancy Announcement #DDH-23-38

Closing Date: 05/26/2023

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**POSITION TITLE: EMR Technician**

**DEPARTMENT: Information Technology**

### **Position Summary:**

Under general supervision of the Chief Information Officer (CIO), the Electronic Medical Record (EMR) Technician provides software application support for the corporation Enterprise Health Information system or Electronic Medical Records. The scope of the support encompasses daily, long term and strategic system management. Supports the CIO in all issues relating to the corporate and departmental mission requirements in regard to EMR; provides a primary dedicated resource for all end users dependent upon the system. Supports all interfaces to external information systems within the corporation. Uphold the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential Duties & Responsibilities:**

- Maintains regular attendance and punctuality.
- Ensures staff has appropriate access to patient databases, data sets, and information maintained at the highest level of availability.
- Maintains records of work activities, by using the Helpdesk Request System.
- Troubleshoots issues and document solutions using the Helpdesk system. Follow all customer service processes from open to close of trouble tickets.
- Installs, configures, and maintains personal computers (PC), EMR/non-clinical software packages, EMR/non-clinical software upgrades.
- Provides assistance on password resets, user ID issues within Active Directory and EMR applications.
- Provides support to end users in the use of their software, computers, scanners, UPSs and printers.
- Create EMR user accounts.
- Ensures maximum Health Information System data availability for organization, under the direction of the EMR Database Administrator.
- Ensures availability of services for end users and clients; responsible for the daily backup of the EMR file server.
- Assists in the development of policies and procedures to establish standard utilization and operation of any IHS system features or functionality placed into production including system security of EMR.
- Configures and implements resources such as printers, option access, to maximize the productivity and usefulness of the EMR.
- Makes recommendation, collaborates and participates in IT audits, security assessment, and internal audits of files, information, software and data to ensure highest level of compliance and information protection and minimize IT security threats for the WIHCC organization.
- Regularly generates and provides report(s) to the CIO, as necessary. Reports areas of concern before it becomes problems such as outliers, warranty issues, support expirations and license issues.
- Keeps work area organized, clean and clear of excess equipment. Properly secure and store IT equipment.
- Researches, develops, and implements new technologies and best practices.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

### **Minimum Qualifications:**

Associate's Degree in Computer Science, Computer Information System, Information Technology or Comp TIA A+ Certification required. At least two years of relevant experience required. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

### **Knowledge, Skills, Ability:**

- Knowledge of contemporary networking technology to include all Operating Systems, Protocols, and Hardware Contingent to modern data and file servers is a must.
- Knowledge of Common Standard Operating Systems to include various UNIX varieties with emphasis on LINUX and AIX systems with the ability to setup configure and place into production a working file server.
- Knowledge and understanding of Health Level 7 (HL7) Interfacing of Clinical equipment.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Skills in both client/server and web-based systems.
- Skills in all common hardware interfaces to include network, serial, and parallel;
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to install, configure and manage network attached printers.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

### **Physical Demands:**

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

### **Work Environment:**

Work is performed in an office setting or outdoor work environment with a moderate noise level. Travel will be required. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**