



TECHNICAL SUPPORT SPECIALIST Position Description Delaware Health Information Network (DHIN)

Organization Background

The Delaware Health Information Network (DHIN) is the nation's first statewide health information exchange. Established by statute as a not-for-profit public instrumentality, DHIN's primary mission is to facilitate the design and implementation of an integrated, statewide health data system to support the information needs of consumers, health plans, policymakers, providers, purchasers and researchers to improve the quality and efficiency of health care services in Delaware. Participation in DHIN by the health care community of Delaware is nearly universal, with expansion beyond state borders also having begun. DHIN is recognized as a national leader in the area of health information exchange.

Position Overview

The full-time position Technical Support Specialist will provide support to the DHIN staff, customers and DHIN enrolled users, concentrating in the area of updating and maintaining system settings and addressing customer generated issues promoting the seamless delivery of medical results and other related services to DHIN enrolled users and customers. Extensive training in the administrative components of the core system elements (Community Health Record and Mirth Results) will be provided to appropriately support the successful candidate.

The Technical Support Specialists exercises responsibilities and skills at SFIA level 4:

Autonomy	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
Influence	Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. Collaborates regularly with team members, users and customers. Engages to ensure that user needs are being met throughout.
Complexity	Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.
Knowledge	Has a thorough understanding of recognized generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organization. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others. Rapidly absorbs new information and applies it effectively. Maintains an awareness of

	developing practices and their application and takes responsibility for driving own development.
Business skills	Communicates fluently, orally and in writing, and can present complex information to both technical and non- technical audiences. Plans, schedules and monitors work to meet time and quality targets. Facilitates collaboration between stakeholders who share common objectives. Selects appropriately from applicable standards, methods, tools and applications. Fully understands the importance of security to own work and the operation of the organization. Seeks specialist security knowledge or advice when required to support own work or work of immediate colleagues.

The ideal candidate will be prepared to step outside of traditional job boundaries to meet the needs of the moment in support of the DHIN mission, and therefore must be flexible and adaptable to changing circumstances. A strong work ethic and ability to work well within a team are essential. The ideal candidate must have strong computer skills and excellent verbal and written communication skills, be exceedingly well organized, attentive to detail, flexible, proactive, resourceful and efficient, and must remain poised and composed under pressure and maintain utmost confidentiality and professionalism in handling protected health information and information which is proprietary and confidential to DHIN’s vendors and technology partners. DHIN seeks candidates who are committed to lifelong learning and growth.

The position is primarily located at the DHIN headquarters in Dover, DE. However, following a period of orientation, a great degree of flexibility in work hours and location are possible. Many of DHIN staff work from home one or more days each week.

Scope of Work:

Principle Duties and Responsibilities

- Develop and apply a strong working knowledge of the Community Health Record system and the Mirth Results delivery system as utilized to support the needs of DHIN users.
- Develop and apply a working knowledge of Mirth and building interfaces, increasing DHIN’s bench strength for building and monitoring the DHIN technology infrastructure.
- Execute Mirth Results configurations at the practice and EMR levels for each DHIN enrolled practice across every new data sender.
- Be able to monitor ENS inbox and be the initial point of contact for practices interested in the service
- Be able to answer, evaluate and prioritize incoming telephone, voicemail, e -mail, and in person requests for assistance from users experiencing technical problems.
- Provide status information at regular intervals to ensure customer satisfaction, initiating customer contact, escalating to appropriate parties & resolving issues.
- Complete Tier I (basic support) and Tier II (critical support) customer requests promptly ensuring engagement with DHIN’s products and services.

- Collaborate with Business Relationship Managers and practices on any insights regarding the trending of issues and feedback collected from customer interactions.
- Utilize and update the Salesforce CRM Platform for any interactions that require support (request fulfillment and incident management).
- Complete provider code mapping for DHIN enrolled practices.
- Troubleshoot basic and critical Community Health Record and Mirth Results issues and update provider delivery settings on a business-as-usual basis.
- Support basic and critical Community Health Record network trouble-shooting inquiries by practices, as capacity permits.
- Become adept at using all features of the telephone and voice mail system.
- Master a thorough working knowledge of and adhere to organization/project policies, regulations and operating procedures.
- Assist with compiling operational reports at prescribed intervals.
- Maintain hard copy and electronic filing systems.
- Report to work regularly and on time, 8:00 am – 5:00 PM (may work from home 1 day per business week, per manager’s approval)
- Functions as a practitioner of continuous service improvement at SFIA Level 4 -- Uses quality management models and techniques to identify areas for improvement. Determines corrective action to reduce errors and improve the quality of the system and services.
- Helps to maintain knowledge base management system in Salesforce Platform for continuous service improvement and training tool for staff.
- Functions as a practitioner of continuous service improvement at SFIA Level 4 -- Assists projects, functions or teams in planning the quality management for their area of responsibility. Assists in the development of new or improved practices and organizational processes or standards. Facilitates localized improvements to the quality system or services.
- Assists in other duties as assigned.

Supervision Received

- The position reports to the Support Desk Supervisor

Supervision Exercised

- None

Job Impact

- Work performed in this position impacts thousands of users of the DHIN system across the entire state of Delaware and into bordering states
- This position exercises no budgetary responsibilities
- Timeline of work assigned is typically days to weeks

Key Competencies

The following are the minimal knowledge, skills, and abilities which the Technical Support Specialist must possess:

- Demonstrated resourcefulness in setting priorities, proposing new ways of creating efficiencies.
- Strong problem solving skills.
- Flexible and able to multi-task while also being highly detail-oriented.
- Expertise in using the Microsoft Office Professional Suite, including Outlook, Excel, Word and PowerPoint, as well as Salesforce and other computer applications.
- Superior judgment and customer-facing communication skills.
- Self-motivated and able to troubleshoot new problems independently.
- Ability to read, comprehend and write professional correspondence/memos.
- Excellent interpersonal skills, with a desire to be part of a multi-disciplinary, diverse and dynamic team.
- High degree of professionalism and ability to work in a fast-paced environment.
- Personal qualities of integrity, credibility and a commitment to the DHIN mission.

Qualifications

The Technical Support Specialist will have some

- AS/BA degree in Business/Office Administration/Health IT/Information Systems or related area preferred. Candidates with some college credits and sufficient related professional experience may also be considered.
- Experience in using Microsoft Office products including PowerPoint, Excel, Word and Outlook.
- Experience using Salesforce or similar CRM tool.
- Formal education and training in the area of navigating and interacting with the administrative elements of IT systems, preferably in the area of healthcare and/or electronic medical records.

Interested parties should send resume and cover letter to careers@dhin.org or visit www.dhin.org.