



HARDIN COUNTY REGIONAL HEALTH CENTER

Lifespan Health Center Job Posting

POSITION: NextGen Software Support Technician

REQUISITION: 1151

LOCATION: Florence Road

Posting Date: 1/23/19

Expiration Date: open until filled

Department: Operations

Salary Range: dep. on experience & edu.

Reports To: Chief Operations Officer

Status: Non-Exempt

Position Hours: 8:00am-5:00pm w/required lunch break

POSITION SUMMARY: The NextGen Software Support (NG) Technician is responsible for the support and training of the staff of Hardin County Regional Health Center (HCRHC) on the NextGen Healthcare software. NextGen Healthcare software is utilized in the business to support the provision of healthcare services. The NG Technician will also assist with daily operational configuration, maintenance, and troubleshooting of the software and related peripherals. On occasion, the position will require the technician to be available after hours and on weekends.

CORE DUTIES/RESPONSIBILITIES:

1. Analyzes and troubleshoots issues within the NextGen Healthcare software.
2. Provides staff with the training and support necessary for them to use NextGen Healthcare software effectively and document training as necessary.
3. Assists the Information Technology Department in ensuring HCRHC staff follow proper policies and protocols as it pertains to security and related log-on and log-off procedures.
4. Maintains good working relationships with staff and/or vendor partners, and works to resolve problems effectively and efficiently.
5. Works with staff to investigate, troubleshoot, and resolve issues related to the NextGen Healthcare software and related peripherals.
6. Participates in the NextGen Core Team meetings.
7. Participates in software upgrades and implementations of related software or peripherals.
8. Performs preventive maintenance as required.
9. Submits requested reports from NextGen Healthcare to appropriate internal and external stakeholders as required.
10. Attends required meetings and trainings as required or at the request of the Chief Operations Officer.
11. Performs other necessary duties as required by the health center or supervisor to meet the goal of maintaining the NextGen Healthcare software.

SPECIFIC DUTIES/RESPONSIBILITIES:

1. Responds to e-mail and telephone requests daily.
2. Assists employees with questions.
3. Works with the Chief Operations Officer to provide information necessary to generate reports.
4. Assists in development and implementation of procedures to maintain optimum software functionality.
5. Demonstrates awareness of age specific, cultural and spiritual practices of patients, staff and visitors.
6. Understands the functional status and physical needs of patients, staff and visitors.

EDUCATION/EXPERIENCE:

1. High School Diploma or High School Equivalency.
2. Ability to navigate complex computer software efficiently.

3. Ability to analyze processes and critically problem solve issues related to software.
4. Strong analytical, oral, written communication skills.
5. Proficient in the Microsoft Office suite of products.
6. Experience working in a health care arena preferred.
7. Current, valid driver's license and proof of auto insurance.

TO APPLY:

Internal Applicants: Please complete a transfer form and send to Human Resources.

External Applicants: Please submit a current resume to any Lifespan location.

EQUAL OPPORTUNITY EMPLOYEE

It is the policy of HCRHC not to discriminate against any employee or applicant for employment because he or she is an individual with a disability or a protected veteran, (i.e., disabled veteran, Armed Forces service medal veteran, recently separated veteran, or other veteran who served during a war, or in a campaign or expedition for which a campaign badge has been authorized). It is also the policy of HCRHC to take affirmative action to employ and to advance in employment, all persons regardless of their status as individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation and selection for training, including apprenticeship, at all levels of employment.