Job Title: **Clinical Applications Administrator**
Department: Information Technology (IT)
Reports to: IT Director
FLSA Status: Exempt
Salary Grade: $36.70 - $55.05
Location: Coos Bay/North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the IT Director, the Clinical Applications Administrator is responsible for supporting the Ko-Kwel Wellness Center's Electronic Health Record system and all other related clinical applications. The Clinical Applications Administrator supervises our Employee Health Record Support Analysts team and is pivotal in implementing, optimizing, and maintaining our Electronic Health Record (EHR) system. You will collaborate closely with clinical and administrative teams to ensure the EHR system meets the needs of our healthcare providers and supports high-quality patient care. Your expertise in Epic applications, workflow analysis, and problem-solving skills will be essential in driving the success of our electronic health record initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provides direct supervision to the Electronic Health Record Support Analysts; assists with hiring, orienting, and training staff; assigns and delegates work; establishes guidelines and performance expectations; and provides performance feedback and evaluation. Provides advice, counsel, and/or instruction to staff and assists with disciplinary measures as necessary.
2. Collaborate with cross-functional teams to plan, design, and implement Epic EHR modules, ensuring alignment with organizational goals and industry best practices.
3. Configure and customize Epic applications to meet specific departmental and clinical needs. Assist with data conversion, migration, and validation during Epic implementation projects.
4. Analyze clinical and administrative workflows to identify opportunities for optimization and efficiency improvements. Work closely with end-users to understand their needs and translate them into Epic system configurations. Develop and implement workflow changes to enhance user experience and productivity.
5. Provide support to end-users to ensure Epic, Dentrix, Pioneer RX, and other clinical applications are running properly. Troubleshoot and resolve user tickets and system errors promptly. Provides solutions to work orders, trouble tickets, and projects.
6. In collaboration with the IT department, perform regular system updates, software upgrades, patches, and maintenance. Monitor system performance, troubleshoot issues, and implement corrective actions. Conduct system testing and quality assurance to ensure system reliability and data accuracy.
7. Develop, design, and maintain custom reports and dashboards as needed. Support data integrity and compliance with regulatory requirements.
8. Provide expert level support for EHR applications, ancillary systems, and clinical systems.
9. Address issues and design decisions of moderate to high complexity and deliver clear communication and documentation of complex concepts and issues related to applications, interfaces, data structures, and workflows across the organization.

10. Acts as a liaison between KWC departments, clinical end users and I.T.

11. Analyzes current systems and processes in order to identify opportunities for improvement in patient care, provider productivity, financial outcomes and ancillary relations or cost savings.
12. Communicates between I.T., vendors, and users to identify system needs, modifications, and issues. Works with these groups to reach resolution of issues, define necessary modifications and develop solutions.
13. Engages in ongoing communication with super-users and their managers related to supported application and operational processes. Employs strong communication skills to explain moderately complex issues and influence others in reaching and implementing effective solutions.
14. Other duties, as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.

PHYSICAL DEMANDS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires sitting for extended periods of time, raising or lowering objects, and occasionally requires lifting up to 50 pounds. Requires occasional standing, walking, climbing or balancing, stooping, kneeling, crouching, or crawling. Work is generally performed in an office setting and occasionally outdoors. Occasional evening and weekend work are required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to make decisions independently in accordance with established policy and procedures.
4. Ability to exercise excellent organization, time management, analytical and problem-solving skills.
5. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Work accuracy is essential. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
6. Ability to develop others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
7. Demonstrated ability to be results driven; making decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.
8. Knowledge and skill in performing department-level administrative functions, including personnel and budget management, procurement, preparation and administration of contracts, grants and agreements and program evaluation and reporting.
9. Ability to read and understand technical documents and manuals, as well as the ability to write such documents for use by others.
10. Ability to perform system configurations to servers throughout the network.
11. Knowledge and ability to build interfaces between systems and interface engines.
12. Advanced knowledge of MS Office products.

13. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

QUALIFICATIONS
1. Bachelor's degree in healthcare information technology, computer science, or a related field required and five years of progressive experience in clinical applications support required. A combination of education and work experience may be considered.
2. Two years of supervisory experience required.
3. Strong understanding of healthcare operations and clinical workflows required.
4. Epic certification in relevant modules (e.g., EpicCare Ambulatory, EpicCare Inpatient, etc.) is highly preferred.
5. Demonstrable understanding of HIPAA and healthcare data privacy and security regulations required.
6. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.