



**Job Title:** Clinical Applications Administrator  
**Department:** Information Technology (IT)  
**Reports to:** IT Director  
**FLSA Status:** Exempt  
**Salary Grade:** \$76,336.00 - \$114,504.00  
**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.

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### **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. The Clinical Applications Administrator is responsible for designing, building, testing, and implementing clinical application systems.

### **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 EHR modules, ensuring alignment with organizational goals and industry best practices.
3. 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.
4. Communicates between I.T., vendors, and users to identify system needs, modifications, and issues. Works with these groups to resolve issues, define necessary changes, and develop solutions.
5. Provide expert-level support for all EHR applications and administer, monitor, and run EHR applications, ancillary systems, and clinical systems.
6. Responsible for the Electronic Health Record (EHR) systems (e.g. EPIC, Methasoft, Dentrinx) and related clinical systems such PioneerRX, SFTP, Dragon DAX, Imprivata, EPIC Interoperability connections, HL7 interfaces, Onbase, Smartfiler,ifax, credit card system, EKG, vitals carts, label printers, welcome tablets
7. Responsibilities include application installation and integration; application configuration; application upgrades and patching; application troubleshooting; application security; application security access management; and application monitoring, backup, and recovery.
8. Configure and customize clinical applications to meet specific departmental and clinical needs. Assist with data conversion, migration, and validation during clinical EHR implementation projects.
9. 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.

10. Provides solutions to work orders, trouble tickets, projects, clinical applications, interfaces, and Clinical systems across all Ko-Kwel Wellness Center's departments.
11. Provide support to end-users to ensure Epic, Dentrax, Pioneer RX, Methasoft, and other clinical applications are running correctly. Troubleshoot and resolve user tickets and system errors promptly.
12. Maintenance, troubleshooting, and documentation of all EHR systems.
13. Analyzes current systems and processes to identify opportunities for improvement in patient care and provider productivity to increase financial outcomes
14. Work with the HIPAA Privacy/Security Officer to implement programs, processes, systems revisions, and upgrades to ensure compliance with Federal and State Privacy and Security Laws.
15. Develops and maintains detailed reporting processes and dashboards for the Ko-Kwel Wellness Center for compliance with regulatory requirements.
16. 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.
18. Acts as a liaison between all Ko-Kwel Wellness Center departments, clinical end users, and I.T.
19. 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.
20. Manages and maintains Windows Server 2019 servers specific to Ko-Kwel Wellness Center to ensure system performance, security, and reliability. They perform tasks like configuration, monitoring, troubleshooting, and implementing security protocols.
21. Patching servers with updates and testing to make sure applications work with the newest server version.
22. SFTP Server builds and configuration, monitor connections to ensure data files are sent and received properly
23. Knowledge of SQL management studio, crystal report, business objects, and the ability to run and understand scripting to pull reports from databases
24. Detail-oriented and highly accurate.
25. 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.

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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. Must be able to read and accurately interpret and implement documents such as technical manuals, safety rules, operating and maintenance instructions, and procedure manuals. Must be able to apply common sense understanding to accurately carry out instruction furnished in written, oral, or diagram form. Must have demonstrated experience in dealing with problems involving several concrete variables and determining solutions for standardized situations.
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. Demonstratable 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.