Home & Health Care Management		POLICIES & PROCEDURES
SUBJECT: **Computer Coordinator/Informatics Department Job Description**	**EFFECTIVE DATE:** **08-01-2019**	**PREVIOUSLY ISSUED:** **none**
DISTRIBUTION: **Human Resources**	**APPROVED BY:** *Barbara Henne*	**PAGE: 1 of 3**

Computer Coordinator/Informatics Department job description

Job brief
An individual who has the ability to function as a qualified Computer Technician to install, maintain and repair computers and networks. You will be the one to ensure that adequate IT infrastructure is in place and is used to its maximum capabilities. As a computer technician, you must be well versed in computer systems and network functions. The ideal candidate will be able to work diligently and accurately and will possess great problem-solving abilities in order to fix computer issues and ensure functionality.
  As the Computer/Informatics department Coordinator your goal is to install and maintain high quality networks and computer systems that allow clinicians to document timely, and the administrative staff to manage the accounting, billing, human resources, medical records and business side of managing the agency business. In addition, this position will be responsible for maintaining the phone system, fax machines and scanners, which connect to our electronic health and accounting systems. We are looking for a hands-on coordinator that will assist the agency in developing a robust IT Department.

Reports to: Agency Administrator

Required attributes & experience:
1. Thorough knowledge of computer systems and IT components
2. Good knowledge of internet security and data privacy principles
3. Excellent troubleshooting skills and experience with trouble ticketing systems in order to analyze user, network related problems, and implement solutions.
4. Very good communication abilities to be able to bridge the technical computer expertise with common language to enhance understanding between technical computer personnel and all levels of health care and administrative staff as well as vendors and outside consultants.
5. Exceptional organizing, prioritize workload and time-management skills
6. Proven experience as a computer technician and or education.
7. Experience with development of and upkeep of web page is desirable.
8. Experience with LAN/WAN networks and problem solving internet connectivity issues.
9. Prefer an AA or BSc/BA in Computer Science, engineering or relevant field.
10. Relevant certifications (e.g. CompTIA A+) will be an advantage.
11. Physical mobility required to move and install up to 30 lbs. of computer equipment.

Responsibilities:
1. Set up hardware, install, and configure software and drivers on I pads, laptops, and desktops. Experience with both PC and apple products preferred.
2. Maintaining and repairing technological equipment (e.g. routers, servers) or peripheral devices, including phone systems; faxes, copiers or coordinating the repairs with outside

vendors/consultants as well as ordering of additional equipment, replacement parts, and software.

3. Educating new and existing staff on the use of the phone system and any other new technology devices that are used in communication and our electronic health records. i.e. (LUA).
4. Assist in selecting new software as needed for Medical records, human resources and accounting, and other administrative functions such as quality assurance and data mining.
5. Assist in the implementation of any new software programs and assist in education of staff along with the clinical nurse educator on how to use the software.
6. Installing well-functioning LAN/WAN and other networks and manage components (servers, IPs etc.)
7. Collaborating with our outside computer consultant(s) to maintain our Electronic health records, accounting or other agency systems, as well as our telephone/internet company Comcast.
8. Maintain domain names, update software licenses, registrations for web sites and other credentialing information.
9. Maintain agency web sites and update website information regularly ensuring that they are smart phone and tablet friendly and readable.
10. Ensure that our web site maintain 508 compliance for readability.
11. Monitor web sites for complaints regarding agency services, functions etc. and work with administration to respond to those complaints.
12. Act as the agency Public Information Officer (PIO) during emergency events.
13. Assist HR in posting updated job descriptions, ads for employment on web site, and other staff educational information and links to on line training resources.
14. Assign and remove email addresses as needed. (New hires and or employees leaving the agency).
15. Assist HR in developing and maintaining electronic data systems to review job applicants.
16. Manage security options and software in computers and networks to maintain privacy and protection from attacks including encryption software.
17. Perform regular upgrades to ensure systems remain updated.
18. Dispose of outdated equipment that is environmentally sound and HIPAA compliant to protect confidential medical or personal health records and sensitive employee information.
19. Assist accounting in inventory of equipment, tagging all new equipment for inclusion in the agency inventory and removal of that inventory when destroyed. Keep records of new equipment, repairs and fixes for future reference and coordination with the accounting department for inventory purposes.
20. Maintain a chain of evidence of destruction of outdated equipment or recycled equipment and removal or "cleaning" of hard drives and computer memory.
21. Troubleshoot system failures or bugs and provide solutions to restore functionality.
22. Arrange maintenance sessions to discover and mend inefficiencies.

23. Provide a timetable of the need to upgrade software and hardware. Working with accounting to ensure that sufficient capital is planned for in our capital expenditure plan.
24. Offer timely technical support and teach clinical and administrative users in conjunction with the nurse educator on how to utilize computers correctly.
25. Assist in developing and writing up policy and procedures on every aspect of the job.
26. Coordinate with Community Liaison staff on devising continuous ways to evaluate agency data on referrals, service areas.
27. Review agency data and develop with administrative staff reports that assist in the quality improvement process and improvement goals.
28. Review of any new software or hardware being considered for use in the agency, including costs, functionality, pros and cons of its use. Assist with installing, administering and troubleshooting computer software including Microsoft Operating Systems, MS Office suites, and organizational software programs. I.e. MedCompass systems and Brightree.
29. Other duties as assigned by the Administrator.