



Technical Support Analyst

Position: Technical Support Analyst
Business Area: Technical Operations
Reports To: CTO
Classification: Full Time, Exempt
Approval Date: January 8, 2020

Position Summary

The Technical Support Analyst at HealthShare Exchange (HSX), under the direction of the Chief Technology Officer, will work on HSX implementations and technical operations. The analyst will implement projects and support services relevant to the all services and business areas of HealthShare Exchange. This position will work closely with the Implementation, Technical Operations, and Engagement and Adoption teams to deploy services, provided by HSX, that improve the clinical and business operations of participating organizations. The Technical Support Analyst will also be responsible for the planning, coordination, and execution of any additional projects that contribute to the advancement of the organization.

Responsibilities

Design and Implementation

- Design and draft workflows and process diagrams to support design and implementation projects
- Assist in implementation of services (e.g. Direct messaging projects) – approximate 10% of time, using project management methods and tools

Support

- Maintain the JIRA help desk ticketing platform
- Support all HSX Functional Areas including Engagement and Adoption, Technical Operations, Development and Implementation.
- Provider Directory/Direct Secure Messaging
 - Maintain provider directory database
 - Run Provider Directory process weekly and send Provider Directory weekly distribution communications.
 - Provision and Deactivate user accounts and organizational accounts and participant accounts and document in customer relationship management tool



- Monitor Direct Message error logs and assist in creation and maintenance of error library
- Assist Enterprise Project Office with Direct Messaging Errors
- Set up new SFTP accounts for members
- Perform quality assurance for participants' provider directory source files and communicate to members or participants regarding necessary file corrections.
- Encounter Notification Service
 - Provision and Deactivate participant accounts and document in customer relationship management tool
 - Set up new SFTP accounts for members
 - Maintain up to date member ENS Patient Panels from vendor reports as stated in the ENS policy.
 - Perform quality assurance for ENS Patient Rosters based on panel checklist.
 - Support Results Notifications ENS Feeds through data source additions.
- Clinical Data Repository
 - Provision and Deactivate participant accounts and document in customer relationship management tool
 - Review potential patient matches in Mirth Match and merge patients as needed
- Other Services
 - Support Automated Care Team Finder (ACTF) and Clinical Activity History (CAH) services, using Mirth Connect
 - Troubleshoot basic SFTP connections to HSX servers.
 - Assist members in SFTP connection setup using file transfer software.
 - Conduct and/or testing for implementation projects.
 - Respond to and manage JIRA Cases related to Technical and Engagement and Adoption Support.
 - Work with internal and external stakeholders to troubleshoot broken channels and feeds as issues arise.
 - Other duties as assigned.

Administration

- Provide Salesforce Documentation updates, add, and or remove account/customer data related to Webmail, Query Portal or ENShare.
- Draft policies and processes as requested, related to areas of responsibility
- Provide ideas for customer relations and or improvements for systems efficiency
- Coordinates contact with membership and vendors as needed to assist with support activities
- Support Engagement and Adoption team with monthly metrics reporting as needed.
- Other duties as assigned.



Qualifications

Required

- Bachelor's degree in computer science, engineering or related field, or equivalent combination of education and experience.
- One (1) to Two (2) years of customer service or help desk related experience.
- Knowledge of HIE services and Health Information Technology (HIT) and networking.
- Knowledge of Cloud Based Services like AWS and support.
- Knowledge of healthcare terminology for example ICD-10, CPT, LOINC, etc.
- Experience with data feeds and terminology
- Excellent organizational and time management skills.
- Excellent written and oral communication skills.
- Able to work both independently and collaboratively with multiple stakeholders.

Desired

- Experience developing healthcare integration applications using any standardized interface engine with Mirth Connect preferred or equivalent: Cloverleaf or Rhapsody as an example

Attributes

Required

- Ability to manage multiple stakeholders effectively and work collaboratively.
- Ability to communicate effectively and good interpersonal skills.
- Strong problem solving and critical-thinking skills.