



Technical Support Analyst

Position: Technical Support Analyst
Business Area: Technical Operations
Reports To: Senior Manager Engagement and Adoption
Classification: Full Time, Exempt
Approval Date: October 3, 2017

Position Summary

The Technical Support Analyst at HealthShare Exchange (HSX), under the direction of the Senior Director Information Technology Support will be working with Implementation and Technical Operations. They will be working on implementing projects and supports services relevant to the all services and business areas of HealthShare Exchange. The Technical Support Analyst will work closely with the Implementation, Technical Operations, and Engagement and Adoption teams to implement and 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 work flows 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 provider directory database
- Run Provider Directory process weekly
- Provision and Deactivate member and participant accounts on Mirth Mail.
- Provision and Deactivate member and participant accounts using Mirth Results
- Monitor Direct Message error logs and assist in creation and maintaining of error library
- Troubleshoot and assist Project Manager with Direct messaging errors.
- Troubleshoot basic SFTP connections to HSX servers.
- Assist members in SFTP connection setup using file transfer software.
- Set up new Encounter Notification Service SFTP accounts.



- Set up new Provider Directory SFTP accounts.
- Support Automated Care Team Finder (ACTF) and Clinical Activity History (CAH) services, using Mirth Connect
- Conduct testing for implementation projects.
- Respond to and manage Salesforce Cases and related to Technical and Engagement and Adoption Support.

Administration and Communications

- Provide Salesforce Documentation updates, add, and or remove customer data related to Webmail or ENS.
- Send Provider Directory weekly distribution communications.
- Draft process and 'how to' documents for HSX services
- Draft HSX policies, as requested, related to areas of responsibility
- Provide ideas for customer relations and or improvements for systems efficiency

Quality Assurance

- Perform quality assurance for ENS Patient Rosters based on panel checklist.
- Perform quality assurance for participants' provider directory source files and communicate to members or participants regarding necessary file corrections.

Metrics and Reporting

- Run Quarterly Provider report and analyze results for communication to Senior Manager, Engagement and Adoption
- Update Provider Directory count metrics weekly and post to OneDrive.
- Supplement ACTF errors with information from NPI database and perform analysis to support Engagement & Adoption efforts
- 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.
- Experience developing healthcare integration applications using any standardized interface engine with Mirth Connect preferred or equivalent: Cloverleaf or Rhapsody as an example
- 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.



HealthShare Exchange

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- 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.

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.
- Ability to work independently, with little to no supervision.