



Job Title: Health Information Technology (HIT) Manager	FLSA Status: Exempt
Supervisor's Title: Executive Director	Revised: 5/8/19
Department: Operations	

**General Summary:** Under the direction of the Executive Director, the HIT Manager is responsible for the development and implementation of EMR and IT related operations.

**Major Areas of Responsibility:**

**I. Informatics**

1. Responsible for or manages the process for responding to and addressing problem tickets from staff with regard to EMR related issues.
2. Work with clinical directors and operations personnel to improve IT related functions of patient care.
3. Serves as Safety Officer for EMR updates, responsible for maintaining the operation of the EMR system.
4. Providing on-call availability for emergent EMR issues.
5. Supports various medical equipment operational and technical needs (spirometry, ECG, stress test, Holter monitors, etc).
6. Manage user accounts within the EMR (eClinicalWorks) including creation, deactivation, security permissions, and access control.
7. Champions the use of new/underused EMR features or services that will increase efficiency and improve patient care.
8. Develops processes and trainings to improve staff utilization of EMR
9. Assists with adapting existing workflows as major EMR version updates occur
10. Must have knowledge of medical terminology and medical and billing coding (CPT, ICD10, LOINC, NDC, etc.)
11. Configure canned reports using the EMR reports console (IBM Cognos), as well as develop custom reports as needed

**II. General Administration**

1. Providing administrative support to all managers as needed to ensure efficient operations, improve business processes, and provide accountability.
2. Responsible for implementation and updating of all IT related policies at Christ Community Health including but not limited to the HIPAA Privacy and Security Manual including Red Flag and Breach Notification.

**III. Infrastructure**

1. Ensures that computer systems in use will best support the Staff in their delivery of Patient Care
2. Responsible for managing the IT Vendor
3. Responsible for reviewing the Inventory of computers and equipment and inventorying any equipment not inventoried by the IT Vendor
4. The following are the responsibility of the IT Vendor and are NOT the responsibility of the HIT Manager:
  - i. Monitoring and maintenance of current network equipment
  - ii. Inventory of computers and equipment
  - iii. Responding to and addressing problem tickets from staff with regard to computers, servers, printers, scanners, IP and digital phones, wireless controllers and access points, switches, routers, storage devices, virtual environments, and EMR related issues.
  - iv. Configuring phone system extensions and menu trees
  - v. Cybersecurity at the network and computer levels (firewalls, anti-virus, etc)
  - vi. User account management for Windows, Google
5. The HIT Manager will receive regular updates on the state of the network and trends in problem tickets
6. Develop, maintain, and execute an IT strategic plan for short term needs and long term improvements of the clinic, in partnership with the IT Vendor, Directors, and Managers

**Required Knowledge, Skills, Abilities:**

1. Must be able to organize, direct, prioritize, and delegate work appropriately
2. Must have excellent customer service skills
3. Must have chaplaincy skills
4. Must have excellent analytical, problem-solving, and computer skills.
5. Strong interpersonal communication skills

**Education and Experience:** This position requires a bachelor's degree preferably in Health Informatics. or equivalent. A minimum of 4 years of experience in a Healthcare setting, 10 years preferred, with demonstrated experience in database management and query writing, and at least 2 years working in an EHR.