![Western Washington Medical Group logo]

IT Applications Specialist

Posting Date: 01/25/2019

Job Summary/ Primary Duties:

Provide configuration, administration, customization, updating, report generation, training and technical support for a wide range of software applications in addition to interfaces in our Centricity EHR environment. Requires strong use of Windows operating systems and experience with a diverse set of applications. After hours support will occasionally be required.

Technical Responsibilities:

- Provide quality telephone and in person support to employees with a high degree of customer service, technical expertise, and timeliness.
- Coordinate and work with support vendors for implementation and troubleshooting.
- Document, analyze and test Centricity EHR and supporting applications.
- Develop, document and maintain EHR configuration procedures.
- Research, resolve and respond to questions received via telephone, email and support software.
- Work independently in support and modification of EHR and associated applications.
- Contribute with ongoing testing and maintain system standards.
- Consult with users to determine the appropriate resolution based off of application and user needs.
- Attend meetings and deliver periodic status updates (both internally and with clinics).
- Create or update technical documentation - user guides, FAQs or other resource materials.
- All other duties and responsibilities as assigned.

Skills/Requirements:

- Preferred Medical Assistant (MA), Back Office or Clinical work experience.
- Strong knowledge of MA or Back Office workflow.
- Excellent communication skills are required.
- Ability to analyze and solve problems quickly, with strong attention to detail.
- Proven organizational and multitasking skills.
- Ability to work with multiple teams and personalities.
- A proven ability to continuing education on the EHR product line.
- Commitment to continuous learning and personal development.
- Functional understanding of current MS products required.
- Ability to lead one on one and group trainings.

Education:

Bachelor's degree is a plus. An Associate's Degree in Computer Science, Medical Assisting, Health Administration or related field/ technical training, or three-plus years related experience is required

If you are interested in this position please send your resume to Joe Smecker at jsmecker@wwmedgroup.com.