

# CANOPY PARTNERS

## JOB POSTING

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JOB CLASSIFICATION: Clinical Systems Support Analyst L2

STATUS: Full Time

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NUMBER OF  
VACANCIES:

1

HOURS: M-F

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DEPARTMENT: IT

SUPERVISOR: IT Service Delivery Manager

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JOB DESCRIPTION/REQUIREMENTS/QUALIFICATIONS:

- Functional Administration and support of Picture and Archive Communication System (PACS), Voice Recognition System, Radiology Information System (RIS) software's and other mission critical clinical systems.
- Provide reliable support to end users, Level 1 Support Analysts and Unified Radiology Platform clients by acting as Level 2 and 3 support of Clinical Systems and customized workflows for Canopy Partners IT/Clinical customers.
- Provide clinical expertise to the client systems support team in interpreting issues from customers and resolutions provided by vendors.
- Resolve product or service problems by clarifying the customer's ISSUES; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Build sustainable relationships of trust through open and interactive communication
- Act as liaison between Service team and Clinical Systems Administrators.
- Act as primary technical contact for assigned Unified Radiology Platform clients.
- Work as liaison between client IT departments and clinical application vendors.
- Interface with PACS, modality, Advanced Visualization and other solutions vendors to implement solutions and troubleshoot clinical application issues in a timely manner.
- Ensure client service level agreements are met.
- Ensure service desk tickets are kept up to date and vendor updates are relayed to clients according to service level agreements.
- Develop and offer on-going training to Clinical Systems Support Specialists (Service Desk staff) according to issue escalation statistics
- Train client IT staff on unified radiology systems on an on-going basis empowering client systems team(s) with the knowledge and tools they need to use systems to their fullest extent.
- Assist the Clinical Systems Administrators with exam code translations and assignments through clinical systems environment.
- Provide weekly/monthly URP client reports to client and management.
- Provide reliable support to end users and customers by contributing to the role of after-hours on-call support.
- Maintain regulatory compliance by staying abreast of current trends and regulations in the IT and healthcare industries.

- Promote a culture that reflects the organization's values, encourages good performance, and enhances productivity.
- Contribute to team effort by accomplishing related results as needed.
- Perform other duties as assigned.

**QUALIFICATIONS/REQUIREMENTS: (Education, Training Required)**

Job duties require a Bachelor's degree from four year college or university; or five years related experience and/or training; or equivalent combination of education and experience. Expert computer and clinical systems proficiency is required in this role. At least five years working in a clinical systems support/administrator role in healthcare IT is preferred.