

CANOPY PARTNERS

JOB POSTING

JOB CLASSIFICATION: Clinical Systems Support Specialist L1 STATUS: Full Time

NUMBER OF VACANCIES: 1 HOURS: M-F

DEPARTMENT: IT SUPERVISOR: IT Clinical Support Team Lead

JOB DESCRIPTION/REQUIREMENTS/QUALIFICATIONS:

- Troubleshoot Picture Archiving and Communication Systems (PACS), Voice Recognition (VR), Digital Imaging and Communications in Medicine (DICOM), Health Language 7 (HL7), and Networking software to ensure proper patient care.
- Monitor Health System and VR reports to support the efficient display and storage of patient data into client application.
- Combine orders where appropriate for all Health System client facilities to ensure that orders match reports and are billed correctly
- Communicate and troubleshoot various radiologists' issues, including but not limited to report writing functions and adding addendums to ensure the accuracy of recorded information.
- Provide hardware troubleshooting for Radiologists workstations and work with dedicated team on resolutions
- Provide support for clinical issues reported to the service desk
- Escalate issues reported to the service desk appropriately and timely according to the service level agreements.
- Timely monitoring of service desk voicemails, email, and other messaging to ensure tickets are logged to appropriate queues/personnel and appropriately prioritized.
- Participate in on-call rotation to provide 24/7 support for clients
- Perform clinical application support and maintenance to ensure routine IT operations runs smoothly.
- Maintain regulatory compliance by staying abreast of current trends and regulations in the IT and Healthcare industries.
- Promote a culture that reflects the organizations 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 an Associate's degree or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience. Intermediate computer proficiency is required in this role.