



POSITION: HEALTH INFORMATION TECHNOLOGY (HIT) ANALYST
REPORTS TO: CHIEF INFORMATION OFFICER
POSITIONS SUPERVISED: NONE
CLASS: REGULAR
CAT: FULL-TIME EXEMPT

BASIC FUNCTIONS:

Under the supervision of the Chief Information Officer, the Health Information Technology (HIT) Analyst will develop in SQL Reports using SQL Server Reporting Services (SSRS). All developed reports will be validated by the HIT Analyst. This position requires knowledge of SQL databases or any other relational databases, working knowledge of Microsoft current Windows computer and server operating systems. The HIT Analyst will also be responsible for configuration and maintenance of application systems.

The HIT Analyst will work closely with the Chief Information Officer on project goals, timelines and milestones.

DUTIES AND RESPONSIBILITIES:

1. Designs, develops, implements and supports data dashboards and reports using PowerBI, SSRS, ColdFusion, SQL and other similar tools and languages.
2. Apply understanding of computer software and hardware to diagnose problems, determine appropriate course of action, provide complete follow through to successful resolution or escalate to appropriate support technician and/or department.
3. Providing data in response to grant reporting requirements.
4. Work with other IT (Information Technology)/HIT support staff to implement, maintain and troubleshoot internal network connectivity for customer computing equipment.
5. Performs data validation and testing on all new reports.
6. Assists with data mapping from the Visualization platform and source data.
7. Maintain, configure computer systems; perform minor computer repairs and coordinate vendor support for more critical repairs.
8. Maintain and update hardware and software inventories on desktop equipment and server equipment.
9. Troubleshoot problems with computer systems, including troubleshooting hardware and software, email, network, and peripheral equipment problems; makes repairs and corrections where required.
10. Act as a technical resource in assisting users to resolve problems with equipment and data; provide help desk functions to facilitate exchange of information and advice to fellow employees; implement solutions or notify outsource providers as required.
11. Work independently and meet deadlines.
12. Extreme attention to detail.
13. Occasionally required to perform job duties outside of normal business hours; to be on-call during assigned after hours' support.
14. On a temporary basis, may be required to work at any satellite facility.
15. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
16. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.

17. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
18. Practice CICARE phone etiquette during all phone interactions.
19. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
20. Respect privacy and dignity of our patients, family members, visitors and co-workers.
21. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
22. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
23. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
24. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
25. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. Bachelor's Degree from an accredited four-year college or university; Two (2) years related experience and/or training or equivalent combination of education and experience
2. Have Two (2) years' experience creating reports in SSRS
3. Have Two (2) years' experience creating reports from the NextGen ePM/EHR database
4. Must have a good understanding of data relationships and a strong command of SQL syntax
5. Strong SQL skills, able to create and to evaluate complex SQL statements involving numerous tables and complex relationships
6. Analysis and design skills, critical thinking, and analytical problem solving
7. Determine data required: identify data availability; extract data
8. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
9. Maintain and enforce the highest level of quality standards and customer service
10. Ability to be flexible with work schedule and available to work at all site locations
11. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage
12. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Affirmative Action Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date