



**JOB TITLE:** Clinical Informatics Analyst  
**REPORTS TO:** Clinical and Ancillary Services Director  
**FLSA STATUS:** Non-Exempt  
**JOB OVERVIEW:** Efficiently and effectively evaluate, acquire, develop, implement and provide on-going support for clinical informatics software in support of business, regulatory, quality of care and outcome objectives.

**ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:**

1. The Clinical Informatics Analyst will actively contribute to an innovative team dedicated to establishing a new foundation for advancing clinical delivery and quality outcomes through effective clinical software use and support.
2. Assist in the development of, and adhere to policies and procedures for the technical support of clinical informatics software in accordance with HIPAA and all other applicable regulatory agency requirements.
3. Gain an in-depth knowledge of clinical software/hardware and operational workflows to maximize clinical software implementation, development, functionality, courteous, efficient help desk and Clinical Informatics Trainer's support.
4. Complete Clinical Informatics internal work orders efficiently and effectively. Coordinate and provide account provisioning for applicable clinical informatics software.
5. Manage, trouble shoot, apply resolution and provide prompt feedback to end users on Service Requests submitted to Sage and other vendors.
6. Monitor and maintain schedules, queues, logs and processes such as Electronic Prescribing/DUR queues and updates as needed to ensure effective and efficient clinical software use and performance.
7. Administer all aspects of the Patient Portal web interface and secure messaging, may also include and but not limited to Sage Intergy/IEHR, PACS, Voice Recognition Software, HL7 interface engines, Eye Doc, Advantix or similar software as business objectives require.
8. Provide clinical data reporting for analysis, facilitating workflow, regulatory, quality of care, outcomes and business objectives.
9. Create and administer support event feedback mechanisms. Analyze results, make recommendations for support improvements, and integrate changes into the Support/Help Desk function.

**ADDITIONAL RESPONSIBILITIES:**

1. Fulfill multiple roles throughout the evaluation, acquisition, development, education, implementation, management, and on- going support of clinical informatics software.
2. Plan and organize day-to-day activities, short and long term projects with in-depth knowledge of organizational and project planning processes, produce and maintain high quality planning documents.

**QUALIFICATIONS:**

Education:

1. Bachelors Degree in nursing, healthcare, healthcare technology, teaching/education.
2. Combination of education and relevant work experience

Experience:

1. 2 years experience and proven success in Sage Intergy/IEHR, PACS, Voice Recognition Software, HL7 interface engines, Eye Doc, Advantix or similar clinical software implementation, training and support within a large-scale healthcare organization required for Clinical Informatics Analyst II.
2. High level work knowledge and understanding of Sage Intergy/IEHR clinical software.
3. Healthcare background, experience and performance that promotes a high level of credibility with clinical professionals.
4. 5 years experience in Information Technology in a healthcare setting.

Skills:

1. Excellent written, oral, instructional, presentation and interpersonal skills focused on motivation and positive attitude. Highly self-motivated, directed and change oriented.
2. Ability to research course development, delivery concepts and technical issues.
3. Good analytical, problem-solving skills and ability to effectively prioritize and execute tasks in a high-pressure environment.
4. Very strong customer service orientation.
5. Able to work, contribute to and flourish in a team centric, collaborative environment.

Physical Requirements:

1. Hearing: Adequate to perform job duties in person and over the telephone.
2. Speaking: Must be able to communicate clearly to patients in person and over the telephone.
3. Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.
4. Other: Requires frequent lifting and carrying items weighing up to 40 pounds unassisted, including assisting patients when required. Requires frequent bending, reaching, repetitive hand movements, standing, walking, squatting and sitting, with some heavy lifting, pushing and pulling exerted regularly throughout a regular work shift. Requires exposure to communicable diseases and/or bodily fluids

The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read the Clinical Informatics Analyst job description and understand the functions and objectives of the position.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**THE DOCTORS CLINIC IS AN EQUAL OPPORTUNITY EMPLOYER**