



Outpatient Medical Center

Health Information Technology (HIT) Technician

General Description

Under the direct administrative supervision of the Sr. IT Manager, the HIT Technician serves as a subject matter expert for Electronic Health Record (EHR) system and all related clinical systems utilized by OMC to deliver its full scope of services. This position is responsible for supporting the effective use, configuration, maintenance, and optimization of EHR and clinical information systems that support OMC's delivery of patient care and operational services.

Primary responsibilities include providing end-user training, developing and maintaining training materials, implementing approved system configurations, monitoring the integrity and accuracy of clinical documentation, performing audits, and producing routine and ad hoc reports to support operational performance, compliance, and executive decision-making.

In addition, the HIT Technician provides general IT support, including employee IT onboarding, troubleshooting hardware and software issues, assisting with technology improvement initiatives, supporting business continuity and emergency response efforts, and serving as a liaison between OMC and authorized vendors to ensure effective system performance and support.

The HIT Technician contributes to the overall mission of OMC IT Services by helping ensure that information systems are reliable, secure, compliant with applicable laws and regulations, and aligned with organizational goals. The key priorities of OMC IT Services are to ensure that systems remain operational and available to support patient care while maintaining the highest standards of security, privacy, and regulatory compliance.

Essential Function

Subject Matter Expert:

Serve as the organization's subject matter expert for EHR systems and related clinical applications by providing user training, developing training materials and documentation, supporting system configuration and optimization, managing data quality initiatives, monitoring documentation accuracy and patient record integrity, conducting audits,

developing reports and analyses, and supporting operational oversight, regulatory compliance, and executive decision-making.

- Obtain priorities from Sr. IT manager and executive officer regarding EHR initiatives, system enhancements, and organizational objectives.
- Complete training necessary to achieve and maintain proficiency in the organization's EHR system and related healthcare applications.
- Analyze EHR-related issues and workflows; develop recommendations for improvement; create and deliver training for various user groups; and maintain approved training materials, procedures, system updates, and IT resources on the OMC Employee Intranet.
- Provide technical and functional support for EHR-related issues, collaborating with IT staff, end users, and vendors to resolve problems and improve system performance.
- Serve as a liaison between OMC departments, IT personnel, and vendors regarding system functionality, upgrades, implementations, and support activities.
- Monitor the accuracy, completeness, and integrity of patient records and clinical documentation; identify data quality issues; conduct audits; and support corrective actions to improve documentation and compliance.
- Develop, maintain, analyze, and distribute routine and ad hoc reports to support operational performance, quality improvement initiatives, regulatory reporting, compliance requirements, and executive decision-making.
- Support organizational efforts related to information security, privacy, regulatory compliance, business continuity, and the continuous improvement of clinical information systems.
- Assist with EHR system administration and optimization activities, including user access management, system configuration, workflow analysis and optimization, testing, validation, and implementation of approved system enhancements, updates, and related technology initiatives.

Basic IT Support:

Provides basic IT support to ensure OMC's technology systems remain reliable, secure, and available to support patient care and business operations. Assists with user support, system maintenance, technology projects, vendor coordination, and IT onboarding and offboarding activities. Supports the implementation of technology solutions and contributes to maintaining compliance with organizational policies, industry standards, and applicable regulations.

- Support IT onboarding and offboarding activities, including account management, system access, equipment deployment and retrieval, and user orientation to IT resources, policies, and procedures.
- Provide first-level technical support for hardware, software, telecommunications, EHR systems, and other technology-related issues.
- Install, configure, maintain, troubleshoot, and upgrade computer equipment, software applications, network-connected devices, and communication systems.
- Support the implementation and maintenance of technology systems and projects, including researching solutions, coordinating with vendors, and assisting with planning and deployment activities.
- Assist the Sr. IT Manager with the operation, maintenance, and support of network, telecommunications, and data communication systems across all OMC locations.
- Perform routine system maintenance, software updates, backup verification, equipment inventory management, and documentation of technology assets and services.
- Maintain records of IT resources, user accounts, system access, and other technology-related documentation in accordance with organizational policies and procedures.
- Monitor compliance with IT policies, procedures, and security standards, and recommend improvements as needed.
- Stay current with emerging technologies, industry best practices, and organizational technology needs.

Other Duties as Assigned:

- Assist with IT inventory, asset management, and storage maintenance
- Participate in special projects and initiatives as assigned by the Executive Officer and/or Sr. IT Manager.
- Serves as a member of the Emergency Response Team and supports emergency preparedness, response, and recovery activities to help ensure continuity of operations during public health incidents, severe weather events, and other emergency situations.
- Assist the Sr. IT Manager with the implementation, maintenance, and support of network, telecommunications, internet connectivity, and related technology services across all OMC locations as needed.

Knowledge, Skills & Abilities:

- Knowledge of EHR systems, healthcare technology, HIPAA regulations, and health information management practices.
- Knowledge of computer hardware, software applications, printers, scanners, and basic IT troubleshooting.
- Strong customer service, communication, and interpersonal skills with the ability to support users with varying levels of technical knowledge.
- Ability to troubleshoot and resolve common hardware, software, and application issues.
- Ability to organize work, manage multiple priorities, and maintain attention to detail in a fast-paced healthcare environment.
- Ability to work independently and collaboratively while maintaining professionalism, confidentiality, and sound judgment.
- Proficiency in Microsoft Office applications, including Outlook, Word, Excel, and PowerPoint.

Education and Experience:

- Associate or bachelor's degree in Health Information Management, Health Informatics, Healthcare Administration, Computer Information System, or a related field preferred.
- Prior experience working with Electronic Health Record (EHR) systems and other healthcare information systems preferred.
- Previous experience in Health Information Management, medical records, medical scribing, healthcare documentation, or a related healthcare support role preferred.
- Experience providing end-user support, training, or assistance with healthcare technology systems is preferred.

Physical Requirements:

- Must be able to lift and carry IT equipment and supplies weighing up to 50 pounds with assistance when necessary.
- Must be able to sit for extended periods while working at a computer.
- Must be able to perform physical tasks associated with the position, including reaching, bending, stooping, and crawling.
- Must be able to work in confined spaces as needed to install, troubleshoot, or support technology equipment.
- Must be able to travel between work locations and transport equipment as required.

Special Requirements:

- Reliable transportation is required, with the ability to travel between OMC facilities as needed.
- Flexibility to work occasional evening and weekend hours is required.
- Must possess and maintain a valid driver's license.