



## POSITION DESCRIPTION

### **IT Systems Analyst**

Reports to: IT Manager      Position Status: Non-Exempt

Supervises: No One      Effective Date: 11/20/2016

#### **GENERAL SUMMARY**

The IT Systems Analyst reports to the IT Manager and is responsible for application support, documenting business processes and systems, support of projects, and review of system compatibility and capability to meet the needs of the organization. This position supports software applications including systems maintenance, end-user support, and vendor management. This position develops, creates, and maintains reports and dashboards. This position is familiar with HIPAA, HITECH and other relevant security rules.

#### **DUTIES and RESPONSIBILITIES**

1. Design, create, and maintain Tableau dashboards with input from stakeholders and end users.
2. Design, create, and maintain DocuWare workflows with input from stakeholders and end users.
3. Application support including regular maintenance, end-user support, upgrades/updates, end-user training, and vendor management.
4. Create and update documentation for applications and systems maintenance and other documentation as assigned.
5. Support and assist Project Manager with organizational project business cases and technical requirements analysis.
6. Develop and distribute special request/ad hoc reports programs using report generators and processors. Requires use of Microsoft Office, Crystal Reports, MS SQL programming, and other applications to provide data in usable formats for management and end-users.
7. Cross train and provide relief/backup support for other Information Systems staff members, including the Help Desk.
8. Ability to read, analyze and interpret general, technical procedures and system reports.
9. Ability to effectively present information and respond to questions from individuals or groups of managers and other users in a professional, service-oriented manner.

10. Ability to define problems collects data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
11. Familiarity with HIPAA, HITECH and other relevant security rules.
12. Other duties as assigned.

## **PLANNING**

Planning duties are based on established procedures and practices. The position is responsible for his/her day-to-day tasks; scheduling computer operations sequences; prioritizing assignments; and implementing setup of software applications.

## **SUPERVISION and COORDINATION**

The position does not supervise other persons.

## **EXTERNAL CONTACTS**

Contacts with customer support, sales and marketing representatives, and with consulting programmers. These contacts are required to support computer systems and other information-related activities.

## **DECISIONS**

Typical decisions include: troubleshooting and correcting system problems, evaluating user requests, how best to handle unusual situations, and making sure that procedures are observed. The decisions are based on established procedures and practices.

## **JOB CONDITIONS and PHYSICAL EFFORT**

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in an Information Technology office environment and is not substantially exposed to adverse environmental conditions.
4. Physical activities require the ability to stoop, kneel, crouch, crawl, reach, sit, walk, push, pull, lift, use fingers to manipulate items, grasp, talk, hear, and repetitive motions of the wrists, hands, and fingers.
5. The physical requirements include the ability to lift/move objects weighing up to 50 pounds occasionally, and lift/move objects weighing up to 10 pounds frequently.

6. Visual acuity is required to read, inspect work, and work extensively with data on a PC.
7. Must be able to legibly write on flip charts, chalkboards, white boards, etc., while presenting information.

### **CUSTOMER SERVICE STANDARDS**

All staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be nonjudgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

### **EDUCATION and EXPERIENCE**

Bachelor degree or five years of equivalent work experience in healthcare. Extensive experience with Crystal Reports, Ingres, SQL, Oracle, Microsoft Office Suite, and Adobe required. Working knowledge of HIPAA is required. Previous healthcare experience is highly desirable. Demonstrated the ability to write effective training tools for software for non-IT employee.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

### **REVIEW and APPROVAL**



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Vice President of Information Services

3/21/17

Date



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Vice President of Human Resources

3/21/17

Date