Position: Technology and Software Trainer

Department: IS – Clinical Information

Reports To: Technology and Software Trainer Supervisor

**FLSA Status:** Non-Exempt

**Position Summary:** Responsible for providing advanced level technical and software support to end users. During Clinical Systems Manager absence, provide support and guidance with daily functions as well as defined NextGen setup and maintenance duties. Must foster a culture of patient and family centered care, service, quality, and safety excellence while improving patient and employee experience and community relations.

**Primary Duties & Responsibilities:**

Troubleshoots software problems encountered by [CHC] personnel.

* Answer and assist with phone calls pertaining to software navigation and data input
* Research software questions and issues provide necessary feedback and resolution development
* Identifies and supports the organizational regulations regarding data requirements in the EMR system and coordinates with BI Manager to satisfy these requirements.

Serve as liaison between IT and Clinical departments to ensure information exchange and joint problem solving.

* Assist in formatting and printing of reports and documents from EPM/EHR/ICS.
* Build rapport amongst staff and provide support to appropriate level
* Document all staff requests for assistance and review with manager to determine persistent issues
* Conduct follow-up audits to ensure compliance with consistency of workflow

Create documentation and instructions for systems specific to [CHC]

* Conduct needs assessments, determine skill levels and develop course objectives.
* Write and adapt training materials.
* Provide instructions that will serve as tools for staff in performing specific job functions.
* Help users identify efficiencies through the use of available technologies.

Provide training related to the use of computers and associated software programs.

* Develop and provide ongoing online training courses for staff, assisting with the testing of software upgrades, determining changes needed in training processes and documentation.
* Assist users with electronic file management and organization skills.
* Provide VWHS system/software training for new hires, including but not limited to: EPM, EHR, EDR, Microsoft Windows, Microsoft Office, Email and Internet, Printing and scanning.

Additional Responsibilities of Senior Technology and Software Trainer

Branch senior trainer duties to include:

* Serve as centralized training coordinator.
* Assist in the maintenance of referring providers, pharmacies, and diagnostic/radiologic compendiums in NextGen File Maintenance.
* Train managers in EPM scheduling administration, scheduling template development and maintenance, and reporting needs of manager position.
* Test and approve developed templates to ensure they are working as designed prior to deployment to end-users within organization.
* Create and update workflow documents and catalogues for NextGen training and post to Wiki.
* Create and maintain the eLearning workflow curriculum for all [CHC] employees pertaining to NextGen, AIC, and DataLink.

**Job Qualifications**

**Knowledge, skill and ability:**

* Essential knowledge of all [CHC] applications and programs
* Ability to prioritize work and manage time
* Intermediate use of Microsoft Word, Excel and Outlook
* Ability to understand and communicate basic medical/dental terminology

**Education or Formal Training:**

* High School Diploma or Equivalent

**Experience:**

* Advanced use of NextGen EPM/EHR

**Qualities and Characteristics:**

* Maintains a professional relationship and positive attitude with co-workers and patients
* Ability to communicate with staff at all levels
* Displays enthusiasm toward the work and the mission of the organization
* Flexibility

**Working Conditions and Physical Environment:**

* Job duties are performed in a generally comfortable environment, but require more than the usual physical effort in the office (e.g., lifting small boxes or equipment), or prolonged movement (e.g., standing).