



# healthcurrent

## Client Support Specialist II

**Job Title:** Client Support Specialist II  
**Reports to:** Manager, Client Support  
**FLSA Status:** Full-Time, Non-Exempt

### Summary

The Client Support Specialist II provides support and assistance to HIE participants in establishing and maintaining the various products and services offered by the HIE. These efforts include providing support to the Help Desk team as Level 2 support, and coordinating with the HIE's vendors in the escalation of issues to the vendors' Level 2 and Level 3 support staff. Additionally, this position will prepare monthly, quarterly and annual operations reports and dashboards under direction from the Senior Manager, Client Support. The Client Support Specialist II will provide oversight to the Client Support Specialist role. This position is based in Phoenix, Arizona.

**Duties and Responsibilities** include the following:

- Serves as a participant advocate thereby ensuring that reported issues are efficiently and effectively resolved and ensuring that participants receive timely and proper feedback
- Understands and is able to adhere to common support desk workflows and methodologies
- Provides support and assistance to HIE participants in establishing and maintaining the various products and services offered by the HIE
- Provides technical assistance and support for incoming queries and issues related to HIE operations, interfaces, configuration changes and access
- Responds to queries either in person, via phone or via e-mail for HIE participants
- Develops and maintains positive relationships with internal and external customers
- Assists in the development of training manuals and provide training to internal staff
- Provides standard training remotely to client users
- Monitors HIE operations, interface and performance
- Diagnoses and troubleshoots HIE operations, interface and data integrity issues
- Provides dynamic customer service and follow up to ensure issues are resolved according to established service-level agreement

- Prepares operational statistics, dashboards, and usage reports
- Conducts usage audits for HIE participants
- Processes patient opt-out and opt-in requests
- Processes patient requests for information related to their data and access to their data
- Coordinates with HIE participants the resolution of patient duplicate records and unidentified patient work lists
- Perform validation of data feeds into the HIE under the direction of the Project Managers
- Performs other related duties as assigned

### **Qualifications**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Skills**

- Working knowledge of Help Desk concepts, methods and tools
- Strong written and oral communication skills
- Strong analytical and organizational skills
- Knowledge of HL7 v2.x, HL7 v3.x, C-CDA and XDS.b standards and protocols, and IHE
- Knowledge of healthcare clinical codes sets such as LOINC, CPT, ICD, RxNorm, etc.
- Ability to prioritize and manage multiple tasks
- Ability to manage competing priorities in a complex and dynamic environment
- Ability to convey a strong presence and professional image
- Ability to work in a fast-paced and rapidly changing environment and consistently meet strict service level agreement performance requirements
- Ability to work independently as well as ability to effectively work in a team environment and maintain strong working relationships
- Advanced knowledge of Microsoft office toolset (Word, Project, Excel, and PowerPoint required, Visio preferred)
- Practical knowledge of Mirth Connect as it relates to patient panels
- Knowledge of basic database structures

### **Education/Experience**

4-6 years of experience in operational support of health information technologies, health information exchange applications and help desk support functions required. Strong working knowledge of Mirth Results and Mirth Connect. High school diploma or GED required, bachelor's degree in Information Technology, Computer Science, Business Administration or related field preferred.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This includes availability to work non-regular hours as necessary, ability to periodically drive to and from clients, conferences and events, and limited travel. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. An employee must occasionally lift and/or move up to 30 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Specific vision abilities required by this job include close vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands and talk or hear.