



# Systems Application Specialist

**Job Code:** SASPEC - 118  
**Revision Date:** Dec 21, 2018

**Salary Range:**  
\$22.40 - \$36.64 Hourly  
\$1,792.00 - \$2,931.20 Biweekly  
\$46,586.00 - \$76,210.00 Annually

**FLSA:** Exempt

## Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

## General Description

The purpose of this job is to setup\configure\test\implement clinical application products and other information systems. Design and implement clinical application product processes and procedures, provide associated training and support to clinical end users, and support the business operations and its integration with technology solutions.

This class works under general supervision, independently developing work methods and sequences.

## Duties and Responsibilities

**The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Responsible for the setup, configuration, testing, and implementation of clinical application products to include; electronic health records and other information systems.
- Responsible for the design and creation of documented processes and procedures regarding clinical application products to include; workflows, diagrams, charts and procedures.
- Responsible for the design and implementation of end user trainings regarding clinical application products to include; training handouts, videos, webinars, and live software demonstrations.
- Responsible for the delivery of remote and in the field helpdesk technical support to clinical application users to include; user assistance, system access, troubleshooting and support.
- Responsible for the evaluation of stakeholder clinical application product needs and translate those needs into system deliverables or software requirements.
- Provide analysis and/or evaluation of clinical application products and information systems.
- Performs other duties as assigned.

## **Minimum Education and Experience Requirements**

Requires an Associate's Degree in Information Technology, Computer Science, Engineering or related field, supplemented by two (2) years of progressively responsible experience in networking products, large scale server environments, wide and local area network or closely related technology field; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

## **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

## **Physical Demands**

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

## **Unavoidable Hazards (Work Environment)**

- None

## **Special Certifications and Licenses**

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

## **Americans with Disabilities Act Compliance**

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

## **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.