



Position: Health Information Systems Applications Support I
Program: Health Information Systems
Department: Health Services
Reports to: HIS Operations Manager
Salary: \$34.62/hour
Status: 100%, Regular, Full-Time, Non-Exempt, Confidential
Probation: 180 days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403 (b) retirement plan

JOB SUMMARY: Under the direction of the HIS Operations Manager, the HIS Applications Support I is responsible for providing helpdesk support to Health Services end-users including clinical staff, physicians, faculty, administrative and other staff. The position will triage technical support on core and ancillary clinical/pharmaceutical applications/hardware and escalate accordingly within HIS. Systems include but are not limited to the electronic medical record, practice management, pharmacy management, and populations health management applications.

ESSENTIAL FUNCTIONS:

- 1) Provide first level support for Health Services (HS) users, through the phone, email and designated helpdesk ticketing software;
- 2) Resolves helpdesk issues by leveraging existing skills/knowledge and employs extensive troubleshooting ability;
- 3) Uses remote connection software to connect to customer workstations when providing support;
- 4) Coordinates with Center-IT staff to troubleshoot and resolve hardware/software issues;
- 5) Assists HIS Operation Manager with the administration of health information systems (including AllScripts Professional Electronic Health Record, Allscripts Practice Management and QS1 Data Systems) and all ancillary health information applications for the Health Services Department at all Los Angeles LGBT Center sites;
- 6) Escalates end-user requests to level two support accordingly;
- 7) Works with vendors as requested by HIS Operations Manager;
- 8) Assists HIS Operations Manager with updating standard operating procedures in collaboration with program managers to ensure the system is being used in an appropriate manner;
- 9) Assists the HIS team with providing project management services for HIS-related projects;
- 10) Reports end-user training gaps to HIS Operations Manager;
- 11) Participates in staff meetings, planning meetings, information technology conferences and other meetings as needed;
- 12) Participate in required training as needed;
- 13) Other duties as assigned;

Page 1 of 2 – See page 2 for Job Qualifications and Experience

**E-mail cover letter and resume as an attachment to jobs@lalgbtcenter.org website: www.lalgbtcenter.org
Or submit cover letter with application/resume to:
Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028**

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.



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JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBTQ people;
- 3) A minimum of 2 years of previous IT/IS helpdesk operations preferred;
- 4) High school diploma or general education degree (GED) required;
- 5) 3-6 years of experience in related field or equivalent experience preferred;
- 6) Background and knowledge of HIV/AIDS, FQHCs, PCMH, 340(b) and Pharmacy operations preferred;
- 7) Excellent analytical, verbal and written communication skills, including strong organizational, detail, managerial and interpersonal skills;
- 8) Experience with managing PM, EHR and Population Health Management systems required (AllScripts preferred);
- 9) Experience with pharmacy management systems required (QS-1 preferred);
- 10) Knowledge of healthcare environments, medical workflow, and medical terminology;
- 11) Knowledge of pharmacy workflows and pharmacy management terminology;
- 12) Excellent computer and office systems troubleshooting with the ability to teach and train;
- 13) Excellent verbal and written communication, organizational, analytical, and interpersonal skills;
- 14) Ability to work independently with sound and informed judgment while being task oriented and adaptable;
- 15) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment.

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