JOB DESCRIPTION

Title of Position: EMR Application Technician   **FLSA status: Exempt**

Supervisor: Director of Advanced Analytics   **Department: Operations**

Our Culture is built on our competencies. We foster a team-oriented environment and encourage creative solutions.

Cayuga Centers Competencies:

- Demonstrates Team Work & Partnership within the agency and the communities we serve
- Delivers Results while Embracing Excellence and Efficiency
- Leads with a Strong Belief in the Values We Hold at Cayuga Centers
- Acts and Leads with Human Sensitivity and Respect
- Embraces Change, Innovation, and Opportunities

JOB OBJECTIVE: EMR Application Technician assists with the conversion of program data and information into an Electronic Medical Record system. This position includes designing, building, maintaining, and updating all forms, processes, reports, and applications. The EMR Application Technician may also be part of the creation of business reports and other data management tools.

SKILLS/QUALIFICATIONS:
- Bachelor's degree in Information Systems, Computer Science or related field; Associates degree considered
- EMR application experience is a plus
- Excellent analytical & troubleshooting skills
- Excellent oral and written communication skills
- Ability to think critically about complex situations
- Excellent attention to detail
- Desire & ability to learn quickly
- Ability to work productively independently and as part of a team
- Strong interpersonal skills
- Ability to facilitate group meetings
- Ability to collect, organize, and relay critical information
- Ability to effectively prioritize & execute multiple tasks
- Excellent organizational skills
- Strong time management skills including the ability to stay on task and follow a high-pressure time line
- Good general understanding of technical limitations and capacities
- Ability to travel to all agency locations as required

PHYSICAL REQUIREMENTS:
- Word processing: Including responding to e-mails, composing letters, completing computerized documentation, transcribing minutes for meetings, etc.: This involves sitting at a computer for a minimum of 5 hours and could be up to 7 hours a day depending on program needs.
- Lifting of Agency file books – weighing approximately 6-8 lbs. each - 5 inch binders
- Completing paperwork –Such as copying, stapling as needed.
- Answering phones, processing mail, filing, lifting packages as needed
- Walking up/down stairs

- Visiting program units and areas as needed

HOURS PER WEEK: Exempt
- Regular hours entail 9:00am – 5:00pm, Monday – Friday. Must be flexible to meet program needs. Travel outside of work hours may be required.

FUNCTIONS:
- Provide support for the transition to an EMR system including design, build, testing, and implementation
- Work with team members and management to identify program needs and system capabilities in order to create and build
- Perform trouble-shooting and provide technical support for EMR issues
- Assist with EMR system maintenance and upgrades
- Work with IT teams & management to determine organizational goals
- Design and create data reports and reporting tools to help business executives in their decision making
- Facilitate meetings and focus groups to gather information regarding program needs
- Effectively communicate information to team members and upper management
- Attend required training
- Read required books
- Responsible for complying with rules and regulations governing access to Protected Health Information under HIPAA. Access protected Health Information is limited to the extent required to perform responsibilities herein, dictate the level of access, use, and disclosure of confidential information.
- Perform other duties as requested by your immediate supervisor or the Chief Executive Officer

BENEFITS: As a full time benefits position, staff is eligible to enroll in medical, dental, vision, FSA, supplemental life insurance, critical illness, enhanced short-term disability, and 401(k) benefits.

Print: _____   Date: _____

Signature: _____