

Service Coordination
Full Time EHR/EMR Application Administrator
Washington, DC

SCI Summary: SCI supports people with disabilities, behavioral challenges, medically complex needs, transitioning youth, the elderly, and other populations using Maryland Department of Health's Targeted Case Management and Supports Planning work models as well as a concierge level geriatric care management and care partner model.

Position Summary: The EHR/EMR Application Administrator is responsible for assuring the iCare Manager system is configured and optimized for peak use and performance. Reporting to the IT Operations Manager, the EHR/EMR Application Administrator is responsible for the implementation, maintenance, and support of our health records application such as iCare Manager (iCM) or equivalent (EHR) Electronic Health Records in a HIPAA and HITECH compliant environment. This position will work collaboratively using technology to improve the performance of team members. This position will consult with program leadership to assist with workflow design in the EHR, create workflow documentation and deliver technical training. Application Administrator's duties include monitoring, evaluating, and maintaining the efficiency of our software applications, optimizing software application performance, upgrades, and performing debugging procedures. The position is responsible for coordination, installation, testing, and technical tasks in support of the varied practice electronic health record platforms. The position requires participation in developing and implementing application procedures and support plans and enhancements.

Essential Duties:

- Responsible for day-to-day maintenance and configuration of the iCare Manager application and ensuring effective front-end and back-end functionality
- Leads iCare Manager upgrades, including acting as liaison with end users and the software partner
- Leads organizational change management through iCare Manager implementation, upgrades, and enhancements
- Leads the configuration and design of enhancements of iCare Manager application infrastructure architecture to support business growth
- Interprets an extensive array of technical instructions or diagram form while dealing with several abstract and concrete variables
- Serves as point of contact for application issues, coordinate with other departments to resolve user issues
- Manages incident review meetings focused on critical/major escalations with leadership
- Provides updates to impacted parties and perform root cause analysis
- Coordinates vendor management as needed, including migration across environments, system patches, upgrades, and data exchange with integrated systems

- Designs and maintains electronic health record support documentation and materials such as technical and procedural manuals, workflows, diagrams, etc.
- Documents and tracks approved iCM-related change requests using applicable systems and tools
- Monitors, reports, and performs analysis of KPIs, SLAs, SLOs and relevant operational data to ensure the best end user experience
- Educates and facilitates learning sessions with end users through forums such as Microsoft Teams and various communication channels
- Studies other organizations and makes recommendations regarding changes that would benefit SCI's end users
- Collaborates with user groups to maintain an understanding of their workflows and needed functionality to support their efficiency and effectiveness
- Collaborates with iCM development team to identify, implement, and communicate new functionality prior to deployment
- Ensures accurate and up-to-date system documentation is maintained, including but not limited to data and related metadata dictionary, schemas, technical standards, and requirements, using industry security best practices
- Develops procedures and documentation for backup and/or restoration of iCM system during downtime
- Establishes collaborative connection with external iCM user group and iCM software developers to ensure optimal performance of system
- Takes an active role in the sector to explore and develop interoperability with LTSS and iCare Manager and to be an advocate to facilitate the opportunity for this enhancement

Education Required:

Bachelor's degree in Information Systems, Computer Science, Software Engineering, or relevant field; Six years of relevant professional may be substituted in lieu of a Bachelor's degree

Certifications in enterprise software such as ERP, ERS, CPS, CRM, ERM, EHR, EMR preferred

Experience Required:

- At least 6 years of work experience with at least 3 years of relevant hands-on application experience in complex systems design, programming and systems software and support
- Ability to operate independently
- Knowledge of hosted environments
- Experience with prioritization of tasks in a fast-paced environment balancing team member utilization and developer resources
- iCare Manager experience preferred
- Ideal candidate will have experience in the case management or healthcare industry

- iCare Manager integrates with several core products and external systems. Knowledge of the following is preferred:
 - LTSS (Long Term Services and Supports)
 - ADP Workforce Now (Human Resources Information Services)
 - Microsoft Teams
 - Office 365

SCI Value Related Competencies:

- **People Come First** (Customer Focus): Thinks and acts with people we support in mind when making decisions. Dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services.
- **Building Relationships and Connections**: Interpersonal savvy. Relates to all kinds of people. Builds appropriate rapport, uses diplomacy and tact, diffuses high-tension situations comfortably. Establishes and maintains meaningful connections within the community and the organization (internal and external stakeholders).
- **Education** (Informing Others): Quickly finds common ground to solve problems. Is seen as a cooperative team player. Provides coaching and mentoring to team members. A consistent communicator provides team members with the tools they need to perform their jobs in a timely manner. Explores all available options to make the best decision for internal and external holders.
- **Diversity**: Values, appreciates, and honors the ways in which cultural differences can create value in organizations. Is service oriented: Demonstrates a commitment to the philosophies for services and the goal of independence for the people we serve. Raises awareness in communities to appreciate the similarities and unique gifts of each person. Interacts with all kinds of team members equitably, deals effectively with all races, nationalities, cultures, disabilities, ages, and genders, supports equal and fair treatment and opportunity for all.
- **Driving Solutions** (Perseverance): Pursues all initiatives with energy, drive, and the goal to succeed.

Job-Specific Competencies:

- Demonstrates commitment to person-centered philosophy of services and management
- Quickly recognizes root-cause issues, discovers the source, and generates thoughtful, effective person-centered solutions
- Able to write clearly and succinctly in a variety of communication settings and styles. meeting leadership
- Pulls resources (people, funding, material, support) together effectively and efficiently, can orchestrate multiple activities at once to accomplish a goal
- Clearly assigns responsibility for tasks and decisions, sets clear objectives. Measures, monitors process, progress, and results

- Possesses excellent computer skills with knowledge of Microsoft Office Suite and proficient use of data management systems as well as a demonstrated ability to learn new technology
- Pays careful attention to detail
- Demonstrates ability to work collaboratively while driving results and impacts performance both directly and indirectly
- Manages time and resources effectively while balancing the priorities of the most important goals and outcomes
- Willing and desires to learn in an ever-changing environment
- Possesses the ability to act in a manner that reflects well on the agency, and to respect the confidential nature of information
- Able to work in a mobile work environment

Physical Demands:

Generally, presents standard office environment. Must be able to remain in a stationary position >95% of the time. Continually operates a computer, keyboard and mouse, and other office productivity machinery, such as a calculator, copy machine, printer, and mobile Smartphone device. Constantly positions self to comfortably maintain computer equipment. May occasionally be required to move about in an office setting or position office equipment weighing between 10-25 pounds. Vision abilities required by this job include close vision. Ability to operate a motor vehicle. The person in this position frequently communicates with other people. Must be able to exchange accurate information in these situations.

IT Roles must be able to position self to maintain computers and equipment, including under desks and in server room(s). Frequently moves equipment weighing up to 50 pounds.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job. This job description is subject to change at any time.

#INDSCIO

Disclaimer: The recruitment process is approved by Service Coordination Inc.'s Recruitment Committee and subject to change based on business needs.

In recognition of the continuing COVID-19 pandemic, Service Coordination Inc (SCI) is committed to maintaining a safe and healthy workplace. Because of this, SCI is requiring all new hires to be fully vaccinated. New hires will be required to provide proof of vaccination status as part of the on-boarding process. SCI provides reasonable accommodations, absent undue hardship, for medical reasons under ADA and for employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. You may request reasonable accommodation or other exemption to Stephanie Bidle at sbidle@sc-inc.org or 240-409-1873.

Service Coordination is an equal opportunity employer and committed to the full inclusion of all qualified individuals. All qualified applicants will receive consideration for employment without regard to race,

color, religion, sex, disability, age, sexual orientation, gender identity, national origin, hair texture or protected hairstyle, veteran status, or genetic information. Service Coordination is also committed to providing equal opportunity and access to individuals with disabilities by ensuring reasonable accommodations are provided to participants in the job application or interview process. To request a reasonable accommodation, contact Stephanie Bidle, HR Manager, at sbidle@sc-inc.org or 240-409-1873.

SCI does not sponsor for immigration, including for H-1B, TN, and other non-immigrant visas, for this role.