EL DORADO COMMUNITY HEALTH CENTERS

JOB DESCRIPTION

JOB TITLE: HIT Support and Project Specialist

REPORT TO: Manager of Health Information Technology

DIRECT REPORTS: None

EMPLOYMENT TYPE: Temporary/Seasonal. Part-time, on-site or hybrid.

JOB SUMMARY: Under the general direction of the Manager of Health Information Technology (HIT), the temporary HIT Support and Project Specialist provides experienced, short-term technical and project capacity to the health center during periods of staff absence, vacancy, peak workload, or time-limited initiatives. The position combines hands-on support of the health center's electronic health record (EHR) and business applications with ownership of defined technology projects, and is expected to operate with substantial independence, sound professional judgment, and minimal ramp-up time.

The specific coverage responsibilities, projects, term, schedule, and work location for each assignment are defined in a written Assignment Scope Addendum issued at the time of hire (see attached template). All assignments draw from the duties described below; not every duty applies to every assignment.

ASSIGNMENT TERM AND CONDITIONS

- This is a temporary/seasonal position with a defined start and end date. Typical assignments range from four (4) to twelve (12) weeks and may be extended, shortened, or ended at any time based on operational need.
- The position carries no expectation or promise of continued or regular employment beyond the stated term and does not create a path to a regular position. Temporary employees may apply for posted regular openings on the same basis as external applicants.
- Hours, schedule, on-site expectations, and eligibility for benefits are set for each assignment in accordance with health center policy and applicable law.
- The health center may fill this position through direct temporary hire or through a staffing or consulting agency. Classification (exempt/non-exempt) is confirmed by People Operations for each assignment based on the duties actually assigned.

JOB DUTIES AND RESPONSIBILITIES

Duties are assigned from the categories below based on the needs of the assignment.

A. EHR and Clinical Application Support

1. Provide front-line training, troubleshooting, and support for the health center's EHR and practice management system (currently eClinicalWorks) and other business and clinical applications.

2. Resolve first-line EHR, application, hardware, and peripheral issues; escalate complex or vendor-dependent issues according to established practice.
3. Respond to clinical and operational workflow questions and serve as a day-to-day liaison between departments and application vendors on functionality issues.
4. Process user access requests — new accounts, role changes, and deactivations — in accordance with documented role-based access and termination procedures.
5. Fulfill routine data and reporting requests using established report templates and tools.
6. Maintain ticketing discipline so that all work is requested, tracked, and closed through the department's ticketing system, and participate in the department's regular check-ins and huddles.

B. Operational Continuity Coverage

1. Maintain day-to-day continuity of assigned departmental operations, including ticket triage, daily check-ins, and coordination with managed service providers and other vendors on open issues.
2. Keep scheduled meetings, workgroups, and committee touchpoints on track during the coverage period.
3. Provide a regular written status update to the assigned supervisor and, as directed, to executive leadership — covering open items, risks, and decisions needed.
4. Escalate rather than independently decide any matter involving budget commitments, personnel actions, vendor agreements, or other items requiring management or executive authority.

C. Information Security and Compliance Support

1. Support the health center's cybersecurity and regulatory compliance efforts, including gap assessments, risk register upkeep, and remediation tracking against findings from audits, assessments, and operational reviews.
2. Draft or update information security policies, procedures, incident response documentation, and related materials for review and adoption by the Manager of HIT and appropriate leadership.
3. Coordinate security awareness activities such as workforce training and phishing simulation campaigns, using available organizational and partner resources.
4. Help document and clarify the division of security responsibilities between internal HIT staff and external service providers.
5. Produce prioritized recommendations and handoff materials so that work begun during the assignment can be continued by permanent staff.

D. Infrastructure, Cloud, and Collaboration Platform Support

1. Advance assigned improvements to the health center's cloud productivity and collaboration environment (currently Microsoft 365), such as data protection and sensitivity labeling, external sharing controls, identity and access settings, and license or tenant configuration.
2. Support migration of important and shared content onto supported collaboration platforms (e.g. Microsoft SharePoint), including folder structure, permissions, and metadata design for pilot departments or workgroups.

3. Assist with endpoint, network, telephone, and device projects as assigned, coordinating with vendors and service providers.
4. Document all configuration changes so that permanent staff can maintain and extend them after the assignment ends.

E. Technology Project Coordination

1. Own a lightweight project plan — objectives, scope, milestones, tasks, dependencies, risks, and owners — for each project assigned.
2. Support system implementations, module rollouts, version upgrades, environment refreshes, data migrations, and platform transitions, following the health center's standard sequence of design, build, test, train, cut over, and support at go-live.
3. Organize and monitor Super User and Provider Champion testing; track defects and issues to resolution with vendors; confirm departmental sign-off before go-live.
4. Coordinate vendor and partner activity against contracted scope, schedules, and deliverables; confirm that work performed matches what was agreed.
5. Provide regular, consistent status reporting to the assigned supervisor and applicable steering or oversight committees, flagging risks and needed decisions promptly rather than at deadline.
6. Support change management and end-user readiness, including communications, training materials, and go-live support in coordination with department leaders.

F. Documentation and Knowledge Transfer

1. Maintain current documentation and runbooks for all work in progress so that returning staff, permanent staff, and new hires can continue the work without extensive re-briefing.
2. Deliver a written transition report at the end of the assignment summarizing status, open risks, outstanding vendor commitments, and recommended next steps for each area of responsibility.
3. Perform other duties as assigned.

Safety

1. Follow all safety procedures and report unsafe conditions to ensure an injury-free work environment.

2. Use appropriate ergonomic measures to reduce risk of work-related injuries.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of:
    - Ambulatory EHR and practice management systems (the health center currently uses eClinicalWorks), including configuration, module implementation, test/non-production environments, and upgrade cycles.
    - Project coordination and project management fundamentals, including scope definition, work planning, timelines, risk and issue tracking, and status reporting.
    - Information security fundamentals and the HIPAA Privacy and Security Rules as

they apply to a health care provider organization.
    - Cloud productivity and collaboration platform administration (the health center currently uses Microsoft 365), including identity, permissions, and data protection features.
    - Clinical and front-office workflows in an ambulatory care or community health center setting.
    - Vendor and service provider coordination, including contracted scope, service levels, and escalation paths.

- Skills in:
    - Managing several concurrent technical workstreams with competing deadlines and a short onboarding runway.
    - Technical troubleshooting across EHR, application, desktop, and basic network and hardware issues.
    - Clear written and verbal communication with both technical and non-technical audiences, including clinical staff and executive leadership.
    - Producing documentation/runbooks, status reports, and handoff materials that a successor can act on without extensive re-briefing.
    - Building and supporting an organizational cybersecurity program, including risk and gap assessment, baseline policy and incident response documentation, workforce security awareness and phishing simulation activities, and tracking remediation to closure.
    - Creating and maintaining SharePoint sites and libraries, including site and folder architecture, permissions and external sharing controls, metadata and version control, migration of content from shared drives, and end-user guidance and training.

- Ability to:
    - Share the EDCHC mission and work well in a team environment.
    - Develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds.
    - Work independently and exercise sound judgment with limited day-to-day oversight.
    - Clearly distinguish decisions within the scope of this position from those that must be escalated to management.
    - Become productive quickly in an unfamiliar environment and leave the work in a state others can continue.
    - Build effective working relationships with clinical, administrative, and vendor staff.
    - Be courteous and utilize professional behavior in all interactions with patients, staff, and the public.
    - Maintain a high level of confidentiality and adhere to the health center's HIPAA policies and procedures.
    - Demonstrate the health center's mission, core values, and team-oriented approach.
    - Be flexible in accepting, changing or carrying out assignments.

QUALIFICATIONS

To qualify for this position, an individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge,

skill, and ability requirements listed above. A typical way to acquire the required qualifications would be:

Experience:

- A minimum of 3 years ambulatory EHR support in a healthcare setting with HIPAA/PHI knowledge is required.
- A minimum of 2 years of experience implementing and/or managing M365/SharePoint environments is preferred.
- A minimum of 2 years of experience transitioning from on-prem to cloud/SAAS services is preferred.
- A minimum of 2 years of experience managing cybersecurity programs in a healthcare setting is preferred.
- Interim/consulting/locum in heath IT experience is preferred.
- Experience working within a federally qualified health center or multi-site healthcare setting is preferred.

Education and Certification:

- Associate's degree or an equivalent combination of education and experience required.
- Bachelor's degree in HIT/IT/Healthcare Administration, strongly preferred.
- Current eCW certification; PM certification; security or cloud credential strongly preferred.

OTHER
Physical Requirements:

Normal health center / interior office environment: see, hear, talk, walk or move about, sit and/or stand for long periods of time, reach, stoop, bend, lift up to 50 lb.; repetitive hand movement; use and view a computer; use a calculator, operate copier, telephone; read and write English.

FLSA Status: Non-exempt, part-time, temporary seasonal

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.

Salary Range: $45.00 - $95.00