

IT Liaison
JOB DESCRIPTION

RESPONSIBLE TO

Office Manager

POSITION CLASSIFICATION

Non-exempt

DIRECTLY SUPERVISES

Not Applicable

POSITION SUMMARY

IT Liaison provides hardware, software, and communications support to all employees in a family practice integrative care environment. Responsible for the coordination of Information Technology between this office and our software/hardware vendors along with day to day troubleshooting of IT issues and concerns.

IT Liaison Job Duties:

- Provides new employees an introduction to all technical systems used within the office; training to network systems, electronic medical record (eClinicalWorks), and VOIP phone system.
- Troubleshoots and repairs hardware, software, electronic fax, copy/fax machine, and VOIP phone systems in-house within skill set before contacting outside vendors for assistance.
- Manages ticketing systems to coordinate service and response from outside vendors.
- Provides on-the-spot instruction as needed, relating to user maintenance and operation of various computer hardware and software. Coordinates in-house or vendor-provided training and trains users on best technology practices and workflow efficiency between departments.
- Acts as eClinicalWorks resource or “Super user” and provides assistance to end users.
- Assigns computer systems, log-ins and telephone systems to new employees.
- Develop and document training material for support staff and end users.
- Technology and communication support for Dragonfly Integrative Care Group.
- Coordinates implementation of new technology software and hardware. Monitors and schedules upgrades and updates of systems
- Responds to client requests for IT assistance via e-mail, phone or in-person in a timely and accurate manner.

- Maintain an accurate inventory of all hardware and software.
- Create and distribute monthly staff meeting minutes
- Scanning Department assistance as needed

IT LIAISON QUALIFICATIONS

1. High School Degree required
2. Computer Technology Training, Certificate, or Degree preferred
3. Experience in a Medical Office with Electronic Medical Records (EMR) software preferred
4. Experience with IT operations and multiple computer operating systems required
5. Highly detail oriented
6. Ability to follow and prioritize multiple tasks to completion
7. Able to work in a busy, hectic, and sometimes stressful environment with multiple interruptions
8. Must have good listening, analytical, conflict resolution, project management, and problem identification skills
9. Team player

DEGREE OF TRAVEL

N/A

I have read and understand the responsibilities of my position with Atkinson Family Practice as outlined in this Position Description for IT Liaison.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE