



Job Description

Job Title: Help Desk Specialist

Employment Status: Regular, Full-Time, Binghamton, NY Office

Classification: Non-Exempt

Reports To: Sr. Director, Technology /Help Manager

About HealthlinkNY:

HealthlinkNY is a Qualified Entity (QE), funded by the New York State Department of Health (NYS DOH), which operates the health information exchange (HIE) as well as population health improvement programs (PHIP), supports healthcare delivery reform (DSRIP) and fosters collaboration among public and private health plans (CPC) for a 13 county region spanning the Hudson Valley, Catskills, and Southern Tier of New York. The HealthlinkNY HIE offers electronic access to patients' community-wide health records and serves as the region's access point to the Statewide Health Information Network of New York (SHIN-NY), supporting collaboration between healthcare providers across the state.

Nature and Scope of the Position:

The Help Desk Specialist assists in maintaining the Health Information Exchange (HIE).

Main Responsibilities:

- Provides Tier 1 Help Desk support:
 - Ticket routing and escalation to Level 2 technical support
 - On-Call troubleshooting
 - Monitor Interface Management Console
 - Other
- Supports setting up users in the Health Information Exchange (HIE)
- Works with QE Participants to maintain the Enterprise Master Patient Index (EMPI)
- Updates and provides maintenance in the HIE and EMPI
- Manual consent entry/management as required
- Monitors and responds quickly and effectively to requests through the Help Desk.
- Assists Help Desk Manager and participates in special projects as needed
- Updates and Maintains HealthlinkNY's RHIO Dashboard
- Supports analytics, marketing, and technical teams as necessary
- Performs other duties as necessary, including but not limited to: general reception, preparation for meetings, answering phones, supporting technical team as necessary, directing calls, and taking messages

**Education:**

Associates degree required; or equivalent experience

Experience:

- Must be a self-starter, highly organized, and able to work well with employees at all levels of the organization
- Strong computer skills with Windows-based computer applications and MS Office suite
- Must be able to work on multiple projects with competing due dates simultaneously
- Background in healthcare information technology a plus
- Customer services experience, preferred

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee may occasionally lift up to 10 pounds.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To Apply:

Please send resume and cover letter to info@healthlinkny.com