

**Ohio Health Information Partnership
CliniSync Support Agent
Job Description**

Job Title: CliniSync Support Agent
Prepared Date: January 4, 2016

About The Ohio Health Information Partnership

The Ohio Health Information Partnership is a nonprofit organization based in Hilliard, OH. Its mission is to improve the quality and affordability of health care for all by promoting the use of electronic and personal health records and the exchange of health information among stakeholders in a private and secure manner.

The Partnership operates in the Health Information Technology industry under the CliniSync brand, developing and implementing Health Information Exchange (HIE) solutions. Our HIE solutions connect hospitals, physicians, and other providers to improve patient care. The partnership is one of the largest HIEs in the country, by volume, and engages in cutting edge technology to achieve its mission.

About the CliniSync Support Agent

The CliniSync Support Agent must be a highly motivated self-starter with excellent interpersonal skills who can effectively aid fellow employees and customers when dealing with issues reported through the CliniSync support channels.

This individual must be able to quickly develop a thorough knowledge base of the technical products provided by CliniSync and can understand and interpret client business needs. The CliniSync Support Agent is responsible for coordinating client support requests during normal business hours and must be available in the office 40 hours a week Monday through Friday.

Essential Duties and Responsibilities:

- Respond to customer questions and concerns with speed and professionalism
- Serve as the first point of contact for customers contacting CliniSync Technical Support or the Partnership's main number
- Assist in some office management tasks
- Provide tier-one support analysis on identified issues, determine issue sources, and either solve or build issue packages to escalate to proper OHIP resources, and track escalated issues to ensure resolution
- Manage CliniSync application credentialing requests and other help desk tasks
- Respond to and maintain system alerting
- Coordinate communications between clients and OHIP team members to keep staff apprised of open issues
- Assist in creating knowledge documents to aide clients and shorten the support cycle
- Provide weekly status updates on open issues and develop need based reports for issue tracking
- Perform other duties or special projects as requested related to area of responsibility

Education and/or Experience:

- College degree and/or 2 years of relevant experience preferred
- Must understand customer service principles and practices

Computer Skills:

To perform this job successfully, the individual should possess proficient skills in the following:

- Extensive experience with Microsoft Office software
- Strong understanding and/or willingness to learn appropriate CliniSync software applications, EHR software and/or physician practice management

Other Skills and Abilities:

- Demonstrate ease in exercising professional poise, initiative, good judgment, good problem solving, change management and decision making
- Work well with people from many different disciplines with varying degrees of technical expertise.
- Possess strong written, verbal, and interpersonal communication skills
- Exhibit self-motivation and independence in a work environment
- Possess strong organizational skills and be detail oriented
- Work cooperatively with others
- Show flexibility and adaptability in handling changing priorities under tight deadlines
- Demonstrate willingness to learn and pick up new tasks to assist with organizational goals