

# **JOB ANNOUNCEMENT**

**POSITION:** Information Technology (IT) Site Manager  
**PROGRAM:** Administration  
**ACCOUNT CODE:** 20-3000-9008-24-6000  
**SUPERVISOR:** Director of Operations  
**SALARY RANGE:** DOE/E  
**CLASSIFICATION:** EXEMPT  
**LOCATION:** Owyhee Community Health Facility

**OPENS: September 18, 2024**

**CLOSES: Open Until Filled**

**SPECIFICATIONS:** All applications must be fully completed. Any incomplete, undated or unsigned applications will not be processed (Do not refer to the resume in lieu of making required comments on the application) Please attach all required documentation as specified in the Job Announcement. **Failure to attach required documents will disqualify you from consideration for this position.** Employment Applications are available at the Human Resource Department. Any questions regarding this position is to be directed to the Human Resource Department at the above listed telephone number.

Preference for filling vacancies will be given to qualified Indian Applicants in accordance with the Indian Preference Act (Title 25 U.S. Code, Section 472 and 473). However, the Shoshone-Paiute Tribes is an equal opportunity employer and all qualified applicants will be considered in accordance with the provisions of Section 703 (l) of the Title VII of the Civil Rights Act of 1964, as amended.

**The Shoshone-Paiute Tribes application form for employment must be received by the Human Resources Office by 5:00 PM of the closing date of this job announcement.**

All Interview notifications will be made by certified mail. It is your responsibility to notify HR if your mailing address and/or phone number changes.

In accordance with Shoshone-Paiute Tribes' Resolution No. 00-SPR-31, all new employees are required to pass a pre-employment drug/alcohol test.

**THE SHOSHONE-PAIUTE TRIBES RESERVES THE RIGHT TO CONDUCT BACKGROUND CHECKS ON ALL NEW EMPLOYEES.**

**Summary of Functions:** Incumbent is responsible for the support, installation, daily operation, and maintenance for the OCHF multi-user, personal computer system. Incumbent is responsible for the support, coordination and consultation on all information system processes including office automation, telecommunication and

security. The information system includes computers, Resource Patient Management System (RPMS) software, Electronic Health Record (EHR) system, training and maintenance of all network connections, servers and necessary data and voice lines and patient care software packages. Incumbent will supervise two staff and may also network with other Site Managers to strategically plan and implement a comprehensive, standardized integrated health care information system.

### **Major Duties & Responsibilities:**

1. Incumbent is responsible for the overall installation, operation, maintenance, support and troubleshooting of multi-user and workstation computer systems at the Owyhee Community Health Facility (OCHF).
2. Provides administrative support for all computers and network systems utilized by the OCHF. This system includes a multi-server network, multi point-to-point T-1 connection with the Indian Health Service (IHS) data and voice lines connected through a central data/communications hub.
3. Manage, supervise and provide work direction to the Clinical Applications Coordinator (CAC) and Computer Support Specialist (CSS) to ensure responsibilities and services are completed and performed competently.
4. Works with PAIHS IT specialists in introducing, testing or upgrading new standards and/or new operating systems. Implements, installs, customizes, supports and tests multi-service software packages, i.e., RPMS, EHR.
5. Determines the Information System needs of the Owyhee Community Health Facility. Utilizes appropriate methods such as equipment assessments, analyzing data sources, space utilization, data processing and storage requirements, and information flows. May use ad-hoc teams to assist with feasibility studies, costs analyses, research, etc. to determine IT system needs.
6. Coordinates the preparation of programming specifications, which include input records descriptions and layouts, form and screen descriptions, output report descriptions and layouts, information flow diagrams and performance and acceptance criteria. Coordinates with IHS and other Tribal or IHS clinics/Service Units to implement integrated packages, resolve conflicts, provide secondary support on related software modules, and insure smooth operations in areas where package scope overlaps or is integrated with other services' functions.
7. Participate in preparation of contract specifications to acquire hardware, software and service agreements. Monitors the technical and performance criteria of contractors as well as the progress of each contract scope of work.
8. Provides technical assistance and consultation on IT systems and software packages with leadership and staff to ensure the organization's Information systems and packages are working efficiently. This may include system trainings, troubleshooting and recommendations for more efficient system utilization, a software training program to maintain appropriate staff proficiency, and to assist PAIHS IT or other vendor services with training classes specific to the OCHF.
9. Periodically runs diagnostic software test to determine system operating integrity, realign equipment interconnections, isolates and identifies the source and nature of system software, hardware and telecommunication problems and acquires assistance from Phoenix Area Administrative Services branch or vendor representatives for significant equipment or software malfunction.
10. Monitors and troubleshoots the telecommunication component and resets controls for teleprocessing connections and efficiency.
11. Assist in maintaining IT security set forth by the SPT, OCHF and the Indian Health Service to prevent unauthorized access to any information stored on

ADP equipment. Promotes an awareness of the importance of data validity and data security. Assist with efforts to correct deficiencies and errors that occur in the electronic record.

12. Establishes policies and procedures, documents change and keeps departmental manuals, instruction materials, and systems operating diagrams, process flows and schematics relating to IT.
13. Prepares monthly reports, maintains activity log, equipment inventory, needed reports and required documentation.
14. Supports IT & data processing needs of other departments through meetings, production schedules, system status, equipment malfunctions and other operational problems.
15. Implements the departmental Quality Assurance program, and ensures compliance with all accreditation standards.
16. Provides employees with training and orientation on IT equipment, passwords, applications and maintenance of system integrity.
17. Works with the SPT IT in maintenance and updating the OCHF portion of the SPT's web site.
18. Work is performed on a regular assigned basis. However, incumbent maybe required to be on call-back when necessary.
19. In order to perform the duties of the position, the incumbent may be required to drive a government vehicle.

#### **Education & Work Experience:**

- 1.) Bachelors Degree from an accredited college or university with a major in computer sciences, information technology, health information or other degree emphasizing the application of IT systems.
- 2.) Three years of supervisory experience.
- 3.) Three years of experience in computer networks, troubleshooting, servers, software, and up-to-date knowledge with computer technology.
- 4.) 2 years or more experience in computer applications. Preference given to applicants with clinical applications and support in the healthcare industry.
- 5.) Must demonstrate computer proficiency with the various software applications used by OCHF, such as Microsoft Office and RPMS packages.

#### **Other Factors significant to the position:**

- 1.) Practical knowledge of a wide range of principles of data processing equipment, systems and analysis and programming to analyze, diagnose and resolve complex operating problems involving a variety of applications programs, system software and interlocking equipment systems.
- 2.) Experience serving as a liaison between groups within an organization, as an effective member of organizational teams and in coordinating software implementation projects.
- 3.) Be able to work a varied shift and after 5 pm. on occasion or short notice. Ability to work independently, to plan, coordinate and implement projects and to complete projects on schedule.
- 4.) Knowledge of current healthcare industry Privacy Act and Health Insurance Portability and Accountability Act (HIPAA) security requirements.
- 5.) Maintain effective working relationships with clinic staff and representatives of other departments and organizations.
- 6.) Extensive knowledge of a wide range of analytical and diagnostic methods, procedures and principles regarding hardware, storage devices and

interrelationship between host and remote computer systems and telecommunication processes.

- 7.) Knowledge of equipment operating characteristics and alternative methods of controlling such equipment in making unusual interconnections for direct processing through alternate routes in case of malfunction. This knowledge is also used in participating with other systems specialists to plan, develop and implement new or revised operating methods, techniques or procedures.
- 8.) Ability to make informed decisions and take actions for the resolution of complex hardware, software and operating system problems that may be encountered on multi-user computers
- 9.) Extensive knowledge of office automated hardware and software is required.

**Supervisory Controls:**

Work is performed under the direction and supervision of the Director of Operations, who in consult develops overall program goals and objectives. The incumbent performs work independently and keeps the supervisor informed of current and future activities, issues, concerns, work completions, etc. Completed work is determined by reports, meetings, observation and program evaluation.

**Guidelines:**

Guidelines include resources from Phoenix Area HIS, outside IT & application vendors, SPT/IT, SPT Handbook, OCHF policies, accreditation standards and the job description. For problems and situations not specifically covered in established guidelines, the incumbent will utilize their expertise in researching to address all IT barriers and challenges as well as recommendations for process and systems improvement.

**Complexity:**

The incumbent performs a wide variety of standard and nonstandard operating procedures using a variety of methods and procedures. Performs problem-solving duties involving a wide range of possible error occurrences in the hardware, operating software, and application software and telecommunication systems. Incumbent must arrive at solution-based decisions. Assessments of all IT circumstances, including hardware and software packages, must be thoroughly evaluated with regard to the development of appropriate corrective action, implementation and evaluation.

**Scope & Effect:**

The work involves monitoring, operating and devising means to maintain continuity of work flow through normal and degraded system conditions; resolving common and unusual operating problems; ensuring that telecommunications are operational; and participating in the development of appropriate operating procedures for new and revised processing and systems software requirements.

Work results affect the efficiency of operations, quality of data processing products and services, and the adequacy of data used in subject matter process.

**Personal Contacts:**

Personal contacts are with the Phoenix IHS/IT, SPT/IT, SPT/OCHF outside IT vendors and support vendors and OCHF staff.

**Purpose of Contacts:**

The purpose of contacts is to ensure the installation, daily operation, and maintenance for the multi-user, personal computer system is in efficient operation. Contacts are

established to expedite priority workloads and to provide training and advice to computer operators and assistants.

**Physical Demands:**

The work requires regular and recurring periods of walking, bending and stooping, and lifting and carrying items as much as 60 pounds. Some electrical hazards may be encountered during hardware maintenance.

**Work Environment:**

The work environment is facility wide and involves the common risk and discomforts of a facility and office setting, requiring normal safety precautions. The work area is adequately lit, heated and ventilated.