



Poarch Band of Creek Indians

Tribal Government – Job Announcement

5811 Jack Springs Rd. ♦ Atmore, AL 36502

Tribal Offices: 251.368.9136 ♦ www.pci-nsn.gov



	Job Announcement: HR2021:29
Position Title: Application Support Analyst (Health Department)	Advertising: Publicly
Immediate Supervisor: IT Director	Department Director: IT Director
Department: Information Technology (IT)	Division: Tribal Chair's Office
Employment Status: Exempt	Position Type: Regular Full–Time
Mandatory Reporter: No	Background Check Required: Yes (data-sensitive) **
Opening Date: Friday, April 30, 2021	Closing Date: Open Until Filled

Preference shall be given in accordance with the Title 33 (Tribal Employment Rights) of the Tribal Code/DFWP.

Overall Objectives of Position

The Application Support Analyst will provide application support and maintenance on business facing systems, by becoming an expert on the use of all aspects of these systems; delivering support to existing business users and investigating and resolving application errors, data discrepancies and queries, identifying and propose application system changes, better uses, enhancements and developments and liaising with appropriate vendors, users and the IT Team. The Application Support Analyst trains end users and performs other tasks as assigned. This job description is not an all-inclusive list of the duties and responsibilities of this position. The Application Support Analyst is expected to perform all duties and responsibilities necessary to meet the goals and objectives of applicable programs within the Health / Elder Services Division.

The Application Support Analyst is expected to live the Purpose and Values of the Poarch Band of Creek Indians and will go beyond the call of duty.

Primary Responsibilities of the Application Support Analyst

- Works with end users to identify and analyze business processes, workflows, requirements, issues and opportunities, and evaluate the potential application of new or modified technology solutions and/or processes.
- Resolves data discrepancies between all business systems and applications.
- Responsible for beta test releases, updates, and enhancements to new and existing business systems and assist in the coordination of user sign-off and roll out.
- Provides training on new and existing systems as needed to support operational activities.
- Troubleshoots end user reported problems or coordinate internal and/or external support if necessary.
- Develops training manuals, standard operating procedure, document reoccurring issues and communicate resolutions to end users.
- Administers user accounts for internal and customer facing software systems.
- Trains all new employees on enterprise business system applications.
- Prepares workflow charts to specify in detail operations to be performed.
- Corrects system application errors after implementations.
- Assists Programmer in resolution of issues related to project specifications or programming.
- Performs other duties as assigned by appropriate person.

Day-to-day Responsibilities

- Administers a variety of software systems including RPMS, EHR, DHR, Dentrrix, BMW, iCare, Vista and MUMPS and extended systems used by Primary Care, Physical Therapy, Dental, Behavioral Health, Laboratory, Pharmacy, Billing, Optometry and Radiology.
- Maintains and administers daily operations of software systems.
- Attends specialized meetings as related to Health/Elder Services IT application systems.
- Executes RPMS database reports for providers, administrators, and users as needed and approved.
- Maintains and administers daily operations of software systems.
- Rapidly diagnoses and fixes problems.

Education/License/Certification and Experience Requirements

- Bachelor's Degree and/or a combination of verifiable related education and experience equivalent to four (4) years.
- Two (2) years of IT experience required
- Experience working with IT help desk.
- Two (2) years of experience working with Electronic Health Records required.
- Experience with SQL Server required.
- Knowledge and experience in security audits.
- Experience with Project Management preferred.
- IIBA Certifications preferred. (ECBA, ECBA+, CCBA, CBAP, CBDA, AAC)

Skills Required

- Absolute confidentiality, adhering to HIPAA guidelines and the Privacy Act.
- Skilled in managing small to medium-size projects.
- Working knowledge of business processes, system development and process improvements.
- Ability to quickly analyze and problem solve.
- Exceptional interpersonal and communication (verbal and written) skills.
- Must be able to communicate pleasantly with clients and be able to demonstrate, teach and/or communicate implemental solutions to clients and subordinates.
- Must be analytical and organized with attention to detail.
- Able to work well independently and able to work and communicate with others with a professional demeanor.
- Must be people oriented and relate well to people from diverse backgrounds.

Additional Requirements

- Ability to work odd and irregular hours, as needed.
- Must successfully pass the required criminal and character background check.
- Ability to travel and participate in required training, leadership development, and other events.
- Ability to adequately and successfully perform all duties and responsibilities of this position.

Every applicant must complete an application provided by Human Resources. Human Resources is located in Building 200. A resume will not be accepted in the place of an application. **Complaints about the recruitment or selection process for employment should be directed in writing to the Human Resources Director of PCI Tribal Government.** ***Please note ALL individuals selected for employment are required to complete a background investigation. Individuals being placed in positions designed as child-sensitive or data-sensitive must successfully complete a background check prior to employment.*