



POSITION DESCRIPTION

TITLE:	Database/eClinicalWorks Administrator	DEPARTMENT	Quality Improvement
REPORTS TO:	Quality Improvement Director	JOB CODE	DBA
STATUS:	Exempt	DATE	September 2020

Summary

The Database/eClinicalWorks Administrator will provide support to UMMA Community Clinic's day to day and strategic support of SQL server, database project management, and electronic health record management. The incumbent will manage aspects of content, workflow, design, reporting, training, and management of database and electronic health record system management.

ESSENTIAL DUTIES

- Database administration in a mid-size environment on the Microsoft Windows platform.
- Experience in administering a Microsoft SQL Server Database and database queries.
- Experience in troubleshooting and resolving database problems.
- Experience in Performance Tuning and Optimization (PTO) using either native (SQL Profiler) or 3rd party tools.
- Function as the primary point of contact for all issues and requests relating to eClinicalWorks (eCW).
- Respond to end-user requests for issue resolution, create and monitor support tickets with eCW and work to resolve problems quickly and accurately.
- Deliver EHR training to new employees, as well as training on new features to existing employees.
- Create and maintain eCW training materials, as necessary.
- Assist in various reporting functions, using both native eCW tools and external reporting tools.
- Work with other IT Department staff during outages to ensure (as best possible) access to eCW through alternative means.
- Work with outside entities as required with regards to eCW interfaces (e.g., immunization, laboratory, HIE, etc.)
- Serve as eCW point of contact for patient safety advisories, including managing notifications from eCW and communicating those to internal staff as appropriate.
- Attend and/or participate in eCW training to stay up to date on eCW features.
- Perform other duties as assigned to support UMMA Clinic's Mission, Vision and Values.

SUPERVISORY RESPONSIBILITY

This position will not require supervision of staff, however there may be instances where the incumbent will provide guidance to other staff on quality improvement processes

SERVICE VALUES

All employees are expected to provide the very highest level of service to Clinic patients and their families. In addition, their work ethic is expected to reflect the Islamic values and moral principles Database/eClinicalWorks Administrator

that inspired its founders. These include the core values that are universally shared and revered by society at large:

**Service
Compassion
Human Dignity
Social Justice
Ethical Conduct**

ENVIRONMENT

The environment for this position is medical clinic that is clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined setting in which he or she is free to move about at will.

The employee may occasionally be exposed to emotionally upset patients/family members and be required to use personal protective equipment when participating in the treatment of patients with potentially communicable diseases.

POSITION REQUIREMENTS

- Minimum of 2 years supporting an enterprise-class Electronic Health Records system, with at least one of those years supporting eClinicalWorks.
- Strong knowledge of HIPAA rules and regulations.
- Strong written and oral communication skills.
- Previous experience in a Federally Qualified Health Center a plus
- Bachelor's Degree preferred

PHYSICAL ACTIVITY

In the course of performing this work, the incumbent:

- Will spend substantial time standing, sitting, speaking and listening
- Will reach, stoop, bend, kneel, crouch, lift supplies and equipment
- Must regularly lift and/or move up to 25 pounds, and occasionally lift and/or move patients for which he/she must obtain assistance
- Must use personal protective supplies/equipment in accordance with policies

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

PHYSICAL DEMANDS

Strength

Standing	10%
Walking	50%
Sitting	70%
Lifting <u>10-25 Lb.</u>	F
Carrying <u>10-25 Lb.</u>	F
Pushing _____ lb.	N

Reaching

Handling	R
Keyboarding	C
Throwing	N
Eye-Hand Coordination	R
Foot-Hand-Eye Coordination	R
Other _____	

<u>Key</u>
C – Constant
F – Frequently
O – Occasionally
R – Rarely
N – Never

Climbing

Stairs	R
Ladders	N
Balancing	R
Other _____	

Hearing

Ordinary	C
Other _____	

Seeing

Stooping

Kneeling
Crouching
Crawling
Turning/Twisting
Bending at Waist
Other _____

	Acuity - Near	C
R	Acuity - Far	C
R	Depth Perception	C
N	Color Vision	C
N	Field of Vision	C
R	Other _____	

ACKNOWLEDGEMENT

I have been given a copy of this position description. I understand that I may be asked to perform responsibilities and duties not listed in the description and that my supervisor may change the description at any time, according to Clinic needs.

Signed:	Date:
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Cc: Incumbent
Employee's File
Supervisor