

APLAHealth



APLA Health's mission is to achieve health care equity and promote well-being for the LGBT and other underserved communities and people living with and affected by HIV. We are a nonprofit, federally qualified health center serving more than 14,000 people annually. We provide 20 different services from 15 locations throughout Los Angeles County, including: medical, dental, and behavioral health care; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, we offer housing support; benefits counseling; home health care; and the Vance North Necessities of Life Program food pantries; among several other critically needed services. Additionally, we are leaders in advocating for policy and legislation that positively impacts the LGBT and HIV communities, provide capacity-building assistance to health departments across the country, and conduct community-based research on issues affecting the communities we serve. For more information, please visit us at aplahealth.org.

We offer great benefits, competitive pay, and great working environment!

We offer:

- *Medical Insurance*
- *Dental Insurance (no cost for employee)*
- *Vision Insurance (no cost for employee)*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *10 Paid Holidays*
- *5 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched 403b Retirement Plan*

This is a great opportunity to make a difference!

POSITION SUMMARY:

Under minimal supervision, this position is primarily responsible for supporting and maintaining the technology hardware and software used by the clinics and administrative offices, including eClinicalWorks (eCW), Microsoft Windows servers and workstations, RingCentral unified communications, Salesforce, Microsoft365 Office suite, VMware, network infrastructure, and other technology solutions as they are

introduced into the organization's environment. This position will triage, troubleshoot, and resolve issues and concerns reported from users. Additionally, the position will be accountable to day-to-day operations of all technology solutions in use. This individual serves as a technical point-of-contact and assists subject matter experts with ensuring data integrity, testing of system changes, report writing and analyzing workflows for process improvement opportunities. The analyst also supports upgrades, patches, testing and other technical projects as assigned.

Facilitates communication between organization's staff and management in support of IT functions and deliverable. Train staff and users to work with technology systems and programs. Occasionally be called upon to perform sub-project management tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Must have ability to communicate well, oral and written, with users at all levels and in all departments.
- Must have ability to learn technology solutions in depth and become system expert.
- Must be able to travel to different APLA locations to train and support users and troubleshoot technology hardware (i.e. VOIP phone, MFD, network hardware, workstations, etc.).
- Assists in maintenance/management of network infrastructure, user workstations, software programs, and assist in training users.
- Monitors and analyzes clinical system security in accordance with HIPAA regulations.
- Assist in the review, testing, and implementation of new technology solution as assigned.
- Assist in after-hours support and system outages, as needed.
- Detailed oriented and perseverance in issue resolution.
- Plans, reviews, and collaborates projects and tasks among IT team.
- Ability to work independently and a commitment to excellence is instrumental in this role.
- This is a highly visible role where you will work with users at all levels within a dynamic environment and challenging responsibilities.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

Training and Experience:

Bachelor's degree with 3-5 years of professional IT experience, or in lieu of degree, minimum of 8 years of professional IT experience. Network management and support experience preferred. Project management experience preferred. Experience in healthcare setting highly desired. Previous experience with system migration highly desired. Proven analytical and problem solving skills. Experience with eCW highly desired.

Knowledge of:

Basic project management skills with ability to prioritize, meet deadlines, and manage changing deliverable and priorities.

Ability to:

Articulate and convey complex problems into easily understood terms. To be flexible and work diligently, both independent and in a collaborative team environment with changing priorities.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office equipment weighing 25 pounds or less. The position requires daily use of a computer.

SPECIAL REQUIREMENTS:

Must possess a valid California driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes. COVID-19 Vaccination or Medical/ Religious Exemption required.

Equal Opportunity Employer: minority/female/transgender/disability/veteran.

To Apply:

Visit our website at www.aplahealth.org to apply or click the link below:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=66377&clientkey=A5559163F67395E0A2585D2135F98806>