Clinical Software Trainer, Clinic Operations
University at Buffalo

Job Title	Clinical Software Trainer, Clinic Operations
Department	Clinic Operations
Institution	University at Buffalo
	Buffalo, New York
Date Posted	Jul. 14, 2025
Application Deadline	07/11/2026
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
	Administrative Support/Services
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Job Description	

Clinical Software Trainer, Clinic Operations

Position Information

Position Title: Clinical Software Trainer, Clinic Operations
Department: Clinic Operations
Posting Link: https://www.ubjobs.buffalo.edu/postings/58002
Job Type: Full-Time

Posting Detail Information

Position Summary

The University at Buffalo **School of Dental Medicine** is seeking applicants for a **Clinical Software Trainer** position. The clinical software trainer is responsible for preparing, conducting, and evaluating training programs for clinical software, primarily the electronic health record (EHR). Coordinates training with subject matter experts as needed. Writes, updates, and maintains training materials to be used in training programs and as job-specific aids.

Job responsibilities include:

- Prepare and conduct electronic health record training programs for all faculty, staff, students, and residents.
- Determine course content according to clinical and academic objectives.
- Create instructor materials (course outlines, background material, instructional materials, and training aids) for training courses.
- Execute training sessions, webinars, workshops etc. in groups or individually.
- Produce training schedules, written/video training aids, and classroom agendas.
- Creation of reports in the electronic health records
- Keep and report data on completed courses, absences, issues etc.
- Evaluate results of training programs, assess training needs, and make recommendations.
- Ensure the quality and consistency of training programs and materials.
- Participate in committee meetings for design and planning of clinical software changes.
- Test and provide feedback on clinical software changes.
- Work with the Clinical Software Support Specialist(s) to identify and resolve training issues.
- Assist with the creation and running of reports within the EHR.
- Assist the Clinical Software Support Specialist(s) when required, acting as both an escalation path for them as well as a backup in case of absence or high workload.
- Work with IT and electronic health record admin Team to ensure changes being made are communicated and training material is reflective of the current system and configuration.
- Performs other tasks assigned by clinical operational leadership as needed.

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Work Hours: Monday - Friday 8:00 a.m. - 4:30 p.m.

Learn more:

- Our **benefits**, where we prioritize your well-being and success to enhance every aspect of your life.
- Being a part of the **University at Buffalo community.**

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- High school diploma OR equivalent combination of education and experience.
- Previous clinical dental experience.
- Prior work experience in a healthcare facility.

Preferred Qualifications

- Experience in a higher education setting.
- Strong written and verbal communication skills with outstanding attention to detail.
- Demonstrated comfort and proficiency in utilizing various technological tools and computer programs, such as Microsoft Office suite (Word, Excel, PowerPoint, Outlook) and virtual communication platforms like Zoom, Microsoft Teams or equivalent.
- Professional, friendly and courteous demeanor.
- Excellent time management skills and ability to multi-task and prioritize work.

Physical Demands

Salary Range

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$50,000 - $65,000

Special Instructions Summary

Is a background check required for this posting?
Yes

Contact Information

Contact's Name: Asif Abidi
Contact's Pronouns:
Contact's Title: Senior Director of Clinical Operations
Contact's Email: ahabidi@buffalo.edu
Contact's Phone: 716-829-6434

Posting Dates

Posted: 07/11/2025
Deadline for Applicants: Open Until Filled
Date to be filled: 08/01/2025

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A
University at Buffalo

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