

Senior Clinical Systems Analyst Tufts University

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Posted Mar. 1, 2024, set to expire Dec. 31, 2024

Job Title	Senior Clinical Systems Analyst
Department	
Institution	Tufts University Medford, Massachusetts
Date Posted	Mar. 1, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://jobs.tufts.edu/jobs/20218?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Tufts Technology Services (TTS) is a university-wide service organization committed to delivering technology solutions in support of Tufts' mission of teaching, learning, research, innovation, and sustainability. With staff across all of Tufts' campuses, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile community. We promote a collaborative, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development. Learn more about TTS on our [website](#).

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Occasional evening or weekend work, as well as the ability to participate in an on-call rotation for major incident support activities and clinical application issues as needed.

This job involves responsibilities that are performed in a hybrid working environment. Staff are required to be on campus for 2 days and may work remotely for 3 days.

What You'll Do

The Senior Clinical Systems Analyst plays a critical role in bridging the gap between clinical healthcare operations and information technology. This position is responsible for optimizing and maintaining all clinical information technologies, ensuring data accuracy, and facilitating the efficient use of technology to support clinical workflows.

This position works collaboratively with the Director of Clinical Technology & Informatics, TTS team members, vendors, as well as clinical and operations staff to enhance the effectiveness of the clinical systems used throughout TUSDM. Other responsibilities include working with Health Information Management, TTS Security & Privacy, Compliance, Finance and Operations departments to ensure that billing, registration, medical records, and other functions are updated, supported, and working correctly within the clinical systems. The position requires a forward-thinking seasoned analyst with a desire to improve end user experience, increase efficiency, and enhance reporting and data accessibility.

This is a one year limited term appointment with possibility of extension.

Clinical Systems Optimization:

- Evaluate, analyze, and optimize clinical information systems to enhance functionality and usability.
- Identify opportunities for workflow improvement and recommend system enhancements.
- Collaborate with end-users to understand their needs and tailor systems accordingly.

System Implementation and Upgrades:

- Lead and participate in the planning and execution of clinical system implementations and upgrades.
- Ensure best practices are followed by performing proper testing, validation, and training conducted during system changes.

Data Management and Quality:

- Monitor and maintain the integrity of clinical data within systems.

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- Implement data quality assurance procedures and resolve data-related issues promptly.

User Support and Training:

- Provide technical support to end-users, troubleshoot issues, and offer solutions.
- Develop and deliver training programs to educate clinical staff on system usage.

Vendor Management:

- Collaborate with external vendors to address system-related issues, updates, and integrations.
- Participate in vendor selection processes when necessary.

Documentation and Reporting:

- Create and maintain comprehensive documentation for clinical systems, workflows, and processes.
- Generate reports and analyze system performance metrics.

Compliance and Security:

- Ensure clinical systems adhere to regulatory requirements, including HIPAA.
- Implement security measures to protect patient data and system integrity.

Project Management:

- Manage and lead projects related to clinical system improvements and implementations.
- Develop project plans, budgets, and timelines.

User Permissions and Access:

- Manage user forms and medical record document templates.
- Manage permission groups and assign the level of end user permission correctly.
- Create/edit/inactivate user accounts.
- Assign system settings

Other / Miscellaneous:

- Build strong relationships within the Tufts Technology Services (TTS) Department.
- Communicate with end users in a prompt, courteous, professional manner.
- Evaluate problems in a timely manner, collect and document all information required to solve the problem.
- Participate in on-call rotation for clinical application issues as needed.

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What We're Looking For

Basic Requirements:

- Knowledge and experience typically acquired by a Bachelor's degree in Health Informatics, Computer Science, or a related field.
- Minimum of 8 years' experience working in healthcare IT, with a focus on clinical systems
- Strong knowledge of clinical or dental workflows and healthcare operations.
- Analytic expert in clinical information systems such as EMRs, PACS, and Lab.
- Strong understanding of application set up including but not limited to Dental EMRs, DICOM/PACS and Lab systems.
- Working knowledge of Crystal Reports and Tableau software.
- Project and vendor management skills and experience.
- Excellent communication and collaboration skills.
- Ability to work independently, under pressure in a busy, fast-paced environment.
- Demonstrated attention to detail and excellent analytical skills.
- Problem-solving abilities and a proactive approach to system issues.
- Knowledge of healthcare compliance and security regulations.
- Must be goal-oriented and timeline driven, possess expert organizational skills and enjoy working with people.
- **Preferred Qualifications:**
 - Master's degree in Health Informatics, Computer Science, or related technical field
 - 10+ years' experience working in healthcare IT, with a focus on clinical systems
 - Familiarity with TCP/IP networking concepts
 - Knowledge of HL7 interfaced transactions and workflow
 - DICOM Knowledge
 - Strong SQL experience

Pay Range

Minimum \$102,400.00, Midpoint \$128,050.00, Maximum \$153,700.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when

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applying for or inquiring about this job announcement.

Contact

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