

**Job Classification:** Full-Time, Non Exempt

**Supervisor:** Business Manager

**Schedule:** Monday through Friday, 8:00am to 5:00pm (or similar schedule)

### **Who We Are**

Community Care Network of Kansas (Community Care) strives to ensure all Kansans have access to quality, community-based healthcare close to home. We are a statewide association made up of a network of community clinics, all dedicated to providing the best medical, dental and behavioral care to Kansans.

Together, we are leaders in healthcare training, technical assistance, and public policy. We collaborate with healthcare associations, providers, foundations and individuals to educate and advocate for equitable access to high-quality care for all. We believe healthy Kansans build strong and vibrant communities, which strengthens the overall quality of life in our great state.

**Primary Accountabilities:** The Information Technology (IT) and Infrastructure Coordinator is responsible for providing technical, administrative and infrastructure support to Community Care. The focus will be on the support, maintenance and security of Community Care's information technology systems, computers and devices, provide direct support to the Data Integrity Specialist, as well as time dedicated to maintaining efficient and smooth operation of the physical jobsite.

### **Major Duties:**

#### **Data Integrity Support**

- Assist in monitoring data to assess performance in completing Strategic Plan work plan activities, meeting performance targets, and achieving objectives.
- Assist in facilitating training and technical assistance regarding health IT privacy and security risk management.
- Participate in user/peer group meetings regarding data validation, utilization, reporting and interpretation.
- Assist Data Integrity Specialist in Community Care's health IT privacy and security risk management activities.
- Provide assistance and support to staff in all aspects of KDHE Immunization Project and American Rescue Plan funding.

#### **Information Technology:**

- Manage inventory for all furniture, fixtures and equipment.
- Install, configure, and maintain computer hardware, software, and peripheral devices.
- Respond to end-user request for assistance on technical issues with hardware, software, peripheral devices and networking equipment.
- Work cooperatively with all vendors and contractors.
- Assist with website management.
- Provide HIPAA Compliance support.
- Assist with data integrity and security management.

- Recommend process/customer service improvements, innovative solutions, policy changes and ensure all changes or variations are approved by appropriate leadership prior to implementation.
- Use project management skills to assist in managing projects, may provide project management for a given technical initiative.

**Infrastructure:**

- Ensure assigned equipment is in proper working order and available for use.
- Maintain physical space, ensuring a safe, clean and functional environment.
- Receive, manages and processes work order requests; ensures issues are resolved in timely manner.
- Drafts and implements preventative maintenance schedules for building and equipment.
- Ensures safety standards are following.
- Performs all other duties assigned.

**Qualifications:**

- Bachelor Degree in Information Systems, Computer Science or related field.
- Three years of direct I.T. experience
- HIPAA Privacy and Security knowledge
- Unrestricted driver's license required.
- Ability to promote a professional and positive appearance and work environment.
- Ability to communicate complex and technical information in a clear and concise manner, both verbally and written.
- Serve as a resource and subject matter expert (SME) to other Community Care team members.
- Strong interpersonal, organizational, written and verbal communication skills required.
- Creative thinking and problem-solving skills; willingness to seek input regularly for process improvement.
- Proficiency with Windows operating systems, Microsoft Office, and webinar and meeting hosting platforms.
- Demonstrated poise, tact and diplomacy with the ability to handle sensitive and confidential information and situations
- CompTIA A+ preferred

**Physical Demands:**

- Regularly required to speak and hear, sit, stand, bend, stoop, kneel and walk.
- Ability to read computer screens and operate computer peripherals for an extended period or the ability to discern electronic information through reasonably available accommodations.
- Ability to lift or have the ability to utilize reasonably available resources to maneuver, up to fifty (50) pounds.
- Regularly maintain stationary position, with regular need to relocate to attend meetings internally and externally.
- Regularly communicate with staff, members and stakeholders in writing, video conferencing and in person meetings. Ability to travel as needed within the State of Kansas and nationally.

**Work Environment:**

- Professional and deadline-oriented environment in an office setting with regulated temperatures and moderate noise level.
- Frequent interaction with staff and business partners.
- Ability to work collaboratively with people of diverse skills, cultures, and backgrounds.

**Additional Duties:**

Additional duties and responsibilities may be added to this position description at any time. The position description does not state or imply these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow Community Care policies and procedures and maintain a professional personal appearance and workspace. Employees are required to follow any other position-related instructions and to perform any other job-related responsibilities as requested by the employee's supervisor.