



Employment Opportunity for: Technical Services and Support Specialist

Position Purpose

The Technical Services and Support Specialist is an integral member of the MiHIN team, overseeing all help desk tickets that are sent to MiHIN from current and new participating organizations. These help desk tickets may include, but are not limited to, establishing connectivity, education, conformance reporting, data quality assurance, and troubleshooting issues.

The Technical Services and Support Specialist will also bring together business partners and internal team members in support of the department to ensure that all inquiries, issues, and information requests are resolved; this can be done via education or consultation.

Essential Functions and Basic Duties

- Coordinate internal and external communications to team members and external organizations to troubleshoot help desk tickets that are received by MiHIN
- Manage all help desk tickets to ensure resolution and proper follow-through
- Provide ongoing education and consultation to participating organizations that use MiHIN
- Ensure timely and effective execution of all assignments
- Help monitor, research, and correct documentation by interacting with other MiHIN departments
- Perform other duties as assigned by management

Required Qualifications

- Bachelor's degree in Technology, Business Administration, Finance, Health Administration, or related field
- 1+ years of experience in business analysis
- Minimum of three to five years in health information management or demonstrated knowledge of analysis methodology
- Experience or knowledge of health information technology, including, but not limited to, electronic health records (EHRs), patient care flow, and hospital computer systems
- Demonstrated project and work planning experience
- Clear and concise verbal and written communication skills
- Proficiency in MS Office Suite
- Expert interpersonal and customer service skills
- Strong focus on execution and delivery with ability to make recommendations and mitigate timeline risks
- Excellent analytical and organizational skills are required; confidence to participate in planning sessions that outline IT solutions that reach business goals
- Experience gathering requirements from the client/business and providing clear documentation



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- Self-starter, resourceful (independently seeks and finds resources, information, knowledge, and/or tools to complete tasks as needed)
- Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements
- Excels at identifying, analyzing, organizing, and solving issues and problems

Desired Qualifications

- Knowledge in Salesforce Customer Resource Management software
- Demonstrated exceptional requirements analysis, testing, and debugging experience
- Experience in writing user stories and detailed process flows
- Experience coordinating User Acceptance Testing
- Experience in working with Agile/Scrum methodology
- Experience with project methodology (requirements, design, development, test, and implementation)
- Familiarity with business process design to aid high-level business process design efforts with assistance of stakeholders and end users
- Experience supporting client accounting and reporting, or other applicable financial industry experience
- Medicaid experience

Position Reports to: MiHIN Production Manager

Supervisory Role: May lead, direct, and/or supervise the work of an intern

Job Location: East Lansing, MI

What is MiHIN?

The Michigan Health Information Network Shared Services (MiHIN) is Michigan's state-designated entity to improve health care quality, efficiency, and patient safety by sharing electronic health information statewide, helping reduce costs for patients, providers, and payers. MiHIN is a non-profit, public-private collaboration that includes stakeholders from the State of Michigan, Health Information Exchanges that serve Michigan, health systems and providers, health plans/payers, pharmacies, and the Governor's Health Information Technology Commission.

Our Culture:

MiHIN provides a stimulating, high-energy environment for a wide variety of talented people who are making a positive improvement in health care. We are working to build a healthier future for the state of Michigan, and we are always looking for motivated, bright,



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efficient professionals and interns to help advance our goals for sharing health information in ways that reduce costs and improve outcomes.

Our Benefits:

MiHIN's health benefits are incredibly generous and quite rare in today's job market. At this time our employees realize little to no out-of-pocket expenses for excellent coverage. MiHIN covers 100% of the cost of premiums so there are no deductions from paychecks for insurance. MiHIN currently also contributes to a health savings account to cover the full or partial amount of the annual health insurance deductible. That means MiHIN currently covers the cost of premiums *and* the full or partial cost of the health insurance deductible, to minimize or completely eliminate employee out-of-pocket expenses.

Application Instructions

- Please email cover letter, resume, and three full references to jobs@mihin.org for consideration
- Review will begin immediately as qualified candidate applications are received and will continue until the position is filled

Notice

MiHIN does not discriminate in employment against persons based on age, color, disability, gender, gender identity/gender expression, genetic information, familial status, height, marital status, national origin, political persuasion, race, religion, sex, sexual orientation, veteran status, or weight. Applicants must be legally permitted to work in the United States and have the ability to pass a background and history check in keeping with federal and state regulations.