



## Employment Opportunity for: HIE Implementation & Support Analyst

### Position Purpose

The Michigan Health Information Network Shared Services (MiHIN) is seeking an HIE (health information exchange) Implementation & Support Analyst to join our growing organization. The analyst serves as the frontline support for production operations.

The Analyst is responsible for supporting the MiHIN core HIE functions and integration software application as part of the HIE initiative. The Analyst serves as the frontline contact resource for State of Michigan HIE staff, representatives from health information organizations, MiHIN staff, the vendor help desk, and other organization representatives in production, testing, or developing the capability to exchange data with MiHIN.

The HIE Implementation and Support Analyst must also perform a variety of complex tasks with a wide degree of creativity and latitude necessary to ensure that MiHIN's HIE infrastructure is implemented and successfully operationalized.

### Essential Functions and Basic Duties

- The application of systems analysis techniques and procedures, including:
  - Consulting with users, to determine hardware, software or system functional specifications
  - The design, development, documentation, analysis, creation, testing or modification of computer systems or programs
  - The design, documentation, testing, creation, or modification of computer programs related to machine operations systems; or a combination of the above
- Monitor performance reports and audit logs to ensure high quality operations and proactively prevent interruption of services and data breaches
- Implement and maintain application configuration files to ensure operations meet sub-state HIE, State of Michigan HIE, and Nationwide Health Information Network (NWHIN) business requirements
- Configure and reconcile data tables with duplicate, missing, and incorrect data elements such as might occur in maintenance of the MiHIN master provider index and potentially a master patient index
- Document and log issues in appropriate detail to ensure timely communication and enable quick diagnosis and resolution of issues
- Troubleshoot and diagnose interruptions of service
- Develop and maintain a deep understanding of MiHIN products, integration tools and techniques to support existing and future functionality
- Develop and maintain a broad knowledge of HIE industry practices and trends, especially in the areas of standards, security, and privacy
- Assist with the implementation, testing, and acceptance of new use cases and data exchange methods



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- Provide day-to-day support of production sub-state HIE, State of Michigan HIE, and NWHIN interfaces and communicate with them and vendor(s) to maintain production service levels
- Interact with vendor help desk to escalate and resolve issues
- Work with identified MiHIN training resources, as needed, to ensure that MiHIN staff and external training accurately reflects product functionality
- Participate in local, regional, and national forums, as required
- Periodic on-call support

### Required Qualifications

- Associate or Bachelor's degree in either a healthcare related field, clinical informatics, information technology or equivalent experience
- Two years or equivalent experience in an information technology field
- Strong attention to detail and prior exposure to change management concepts
- Excellent customer service, telephone and electronic communication skills
- Strong analytical aptitude, attention to detail and the ability to derive data elements, relationships, and processing rules
- Ability to quickly learn new applications from web-based and face-to-face training
- Knowledge of MS Word, Excel, SQL Server and VISIO
- Ready ability to learn and master new applications
- Able to work in high pressure situations when required
- Successfully prioritizing tasks and meeting project deadlines

### Desired Qualifications

- Prior experience with HL7 and X12 data standards
- Advanced scripting and network programming experience
- Previous work in a healthcare setting
- Previous work in a help desk or for a customer support service
- SQL-based reporting experience

**Position Reports to:** HIE Implementation & Support Manager

**Supervisory Role:** The person in this position may manage other employees or contractors

**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 nonprofit, public-private collaboration that includes stakeholders from



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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 healthcare. We're working to build a healthier future for the state of Michigan, and we are always looking for motivated, bright, 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 may also contribute to a Health Savings Account, known as an HSA, 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](mailto: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.