

POSITION DESCRIPTION

Incumbent: _____ CSN: _____

Classification: IT Support Associate Date: 2.21.2019

Functional Title: Systems Trainer FSLA Status: Non-Exempt

Department/Division: Information Technology

FUNCTION:

The Systems Trainer provides training and documentation for all IS supported systems, including but not limited to athenaIDX (aIDX) and TouchWorks (TW). The incumbent in this position will utilize a high level of in-depth applications knowledge to provide training on the systems.

ORGANIZATIONAL RELATIONSHIP:

This position reports to the Systems Trainer Supervisor, who reports to the Revenue Cycle Applications Manager, who reports to the Executive Director of Information Technology. This position works closely with SIU HealthCare Information Systems users, various departments and other Information Technology staff.

DUTIES AND RESPONSIBILITIES:

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

Systems Trainer

100%

- Conduct classroom-based trainings on the use of SIU HealthCare's systems.
- Demonstrate in-depth knowledge and experience with SIU-HC IS supported applications, including but not limited to athenaIDX (aIDX) and TouchWorks.
- Must possess the ability to understand the integration of applications and their impact on business processes and operations.
- Perform integration testing as necessary.
- Provide on-site guidance and assistance to end users as necessary.

- Review and develop training methods and training material.
- Maintain effective communication with end users to understand problems and adequately troubleshoot issues.
- Perform job functions adhering to service principles with a customer service focus on innovation, service excellence and teamwork to provide the highest quality care and service to our patients, patients' families, co-workers and others.
- Serve as a champion for all SIU HealthCare IS teams and initiatives. Maintain a positive and professional attitude at all times while acting as a representative of SIU-HC.
- Work directly with all SIU HealthCare staff to provide mentoring, education and training in the use of SIU-HC IS supported applications within the patient care setting.
- Perform needs assessments and monitor compliance to ensure transfer of learning.
- Perform alpha testing for all new systems enhancements and projects.
- Function as online training system administrator.
- Facilitate regular End User Group meetings.
- Support and work closely with end user application specialists and Help Desk.

SKILLS AND ABILITIES NEEDED FOR THE POSITION

1. Expertise with common office productivity software, electronic mail and calendaring.
2. Must possess the ability to act independently, manage multiple ongoing projects, see tasks through to completion in an orderly and timely fashion, and work well with a team.
3. Must possess excellent interpersonal skills in training and assisting end users with software.
4. Must possess good organizational skills.
5. Must be able to exercise good judgment.
6. Sensitive to the needs of underrepresented minority populations

MINIMUM QUALIFICATIONS:

1. High School graduate or equivalent; AND
2. Any one, or any combination, that totals 1 year from the following: a. progressively responsible work experience in an Information Technology (IT) related profession: or b. college course work which included Information Technology (IT), or a closely related discipline (60 semester hours, or an Associate's degree, = 1 year); AND
3. 1 year of technical training experience in a professional or academic environment which included one-on-one training, classroom training, online training or writing training documentation/materials.

ENVIRONMENTAL, HEALTH AND SAFETY RESPONSIBILITIES

- Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine.

INCUMBENT: _____ DATE _____

REVIEWED BY: _____ DATE _____

Immediate Supervisor

_____ DATE _____

Department Head/Chair