

NextGen Support Specialist

Job Title:

NextGen Support Specialist – EPM/EMR

Summary:

Responsible for supporting providers and end users on NextGen's EPM and EMR system. Responsible for training the staff and providers in regards to their role in using the EPM and EMR system as well as system administration and configuration. A Primary function of this job will be to work with the physicians to determine their needs and requirements on template updates. To manage the template updates to facilitate any KBM updates and maintain data integrity.

Duties and Responsibilities:

- Work with clinical staff on template update requests.
- Manage and maintain structure and policies to customization to templates to prevent data lose during upgrades to the KBM module.
- Responsible for administration of the NextGen system, user privileges and general setup up and configuration.
- Train end users and physicians on NextGen's EMR/EPM system.
- Work help desk calls related to EMR/EPM issues and questions.
- Perform updates to NextGen's EMR/EPM and KBM modules. Stay up to date with changes coming from NextGen and how the changes will have effect on our system.
- Will report to the Director of Information Systems.
- Performance other duties as defined by management.

Qualifications / Education / Experience:

The Candidate must have a 4 year College Degree in a relate field and must possess strong verbal and written communications skills. Must have 1-2 years experience supporting and administering an EPM and EMR system and experience with NextGen is preferred. Must have experience working in a medical practice with an understanding of office workflow. The Candidate must be able to work well in a team setting but also be a self starter and be able to work independently. The requirements listed are representative of the Knowledge, skill and/or ability required.
