



## Community Mental Health Partnership of Southeast Michigan Job Description

**Job Title:** Information Management Coordinator

**Supervision Received:** Chief Information Officer

**Tier:** 2a

**Salary Range:** \$51,662 to \$73,528

**FLSA Exempt Status:** Exempt

**Position Status:** Full-time

**Last Review/Approval:**

### Job summary

Under the supervision of the Chief Information Officer, the Information Management Coordinator is responsible for the coordination of region wide projects related to the electronic health record, CMHPSM Help Desk and other information management system projects as required. This position will coordinate multiple as prioritized by the Chief Information Officer. This position will support and administer CMHPSM technology systems, ensuring that the systems are fully functional and meet the needs of the organization.

### Essential Duties and Responsibilities

- Manage the CMHPSM help desk (internal and external electronic health record issues and internal IT issues).
- Provide user training to internal and external regional stakeholders and system users of the Electronic Health Record (EHR) or other CMHPSM managed technology system.
- Participate on the CMHPSM Regional Encompass Operations Committee (EOC)
- Assist with communications to external vendors related to IM/IT needs.
- Assist with projects related to regional and/or state-wide IM workgroups.
- Assist with maintaining the following systems:
  - Windows servers, laptops and desktops (hardware and software)
  - Office 365 system (Outlook email, Teams, all other utilized apps)
  - Firewall and Antivirus software
  - Dynamics GP financial system
  - User IDs/passwords and Active Directory
  - Manage technical licenses
  - Manage physical asset list
  - Electronic Medical Record User Profiles
  - All other software and hardware utilized by the CMHPSM

### Education and Experience Requirements

- Possession of a bachelor's degree or equivalent experience in Informational technology, informatics, or a similar technical field is preferred.
- 1-3 years of direct technical experience with software and hardware implementation and management is required
- 1-3 Years of experience Microsoft 365 suite of applications is required.
- Strong understanding of technology and/or information management concepts and processes required.
- 1-3 years of experience with IT Security preferred
- 1-3 years of experience with Project Management preferred.
- Experience with Electronic Health Records and Health information data protection preferred.

The qualifications listed above are guidelines. Other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered.

**Competencies Required**

- Ability to express ideas effectively, verbally and in writing.
- Ability to manage information technology projects from start to finish in a timely manner.
- Work collaboratively with regional liaisons or project members to resolve issues.
- Ability to use judgment when producing appropriate documentation to meet requirements.
- Ability to use interpersonal skills to develop relationships with colleagues.
- Ability to work both independently and as part of a team.
- Ability to adapt verbal or written communication style to broad audience.
- Ability to resolve issues for a wide variety of individuals and agencies.
- Ability to initiate and manage projects with little direction.
- Skill in providing leadership and professionalism in all interactions.
- Ability to judge quality and plan for improvements.
- Skill in inspiring ethical behavior and resolving ethical dilemmas.
- Ability to apply strategic thinking to complex situations.
- Ability to adapt to frequently changing circumstances.

**Physical Demands and Work Environment**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, ability to comprehend printed materials and ability to communicate professionally in person or over the telephone.

**Special Position Requirements**

This position requires possession of a valid Michigan driver’s license or method of transportation to travel within the CMHPSM region and to meetings outside of the region when requested.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

This job description has been approved by:

Chief Executive Officer \_\_\_\_\_

Date: December 1, 2016

Position authorized by CMHPSM Regional Board

Date: December 14, 2016

Employee signature below constitutes employee’s understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_

Date \_\_\_\_\_