



# Position Description & Requirements

**Position/Title:** EHR Support Specialist

**Department:** EHR

**Required Time Commitment (Full Time/Part Time):** Full Time

**Reports to:** EHR Services Manager, EHR Project Manager, and Director of EHR Services

**Job Summary:**

The EHR Support Specialist will conduct EHR software and workflow support to the medical staff and providers of practices, including documentation of ticket issues within our internal ticketing queue system. The primary purpose of the Support Specialist is that as liaison to the eCW Support team, to ensure that all open tickets and inquiries are followed through and resolved for the medical practices.

**Essential Responsibilities/Job Functions:**

*\*NOTE: The list of tasks is illustrative only and is not a comprehensive list of all functions and tasks performed by the position.*

- Conduce Site Surveys and onsite support for new clients transitioning to a new EHR.
- Provide phone and remote support to assist with EHR technical issues for medical practices
- Possess working knowledge for all applications within the program
- Perform practice-level maintenance and upgrade support
- Document, research, evaluate, and resolve all Help Desk tickets that are sent from end users
- Prioritize high-priority tickets and tasks from other regular job duties
- Participate in implementation and transition to new software upgrades as needed.
- Perform testing on new builds and applications during the implementation and maintenance phases
- Attend team meetings to discuss process improvements and support team workflows
- Maintain system data integrity by strictly following EHR and IT protocols

**Requirements:**

- Excellent communication skills, professional appearance, patient and polite demeanor.
- Ability to communicate clearly and effectively with practice managers, staff, and providers.
- Ability to learn software quickly and have a basic understanding of computing concepts.
- Ability to travel through the state of Florida, when needed.
- Ability to work in a team and remote environment.

**How to Apply:** If you are interested in this position, please send your resume to Lorraine Flores at [lflores@femwell.com](mailto:lflores@femwell.com). Please be sure to include the following in your e-mail:

- The title of the position you are applying for in the subject line.
- The date at which you are available to start.
- Your salary requirement
- Your contact information

Once your e-mail is received someone will contact you regarding an interview. Please note that submitting your resume does not guarantee an interview or position placement.



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