Clinical Technology Manager

Metro Community Health Center extends great benefits to our eligible employees.
MCHC current benefits are:
- MCHC pays 100% of the employee premium for UPMC Medical, United Concordia dental, STD, LTD and Life insurance
- VBA vision coverage is offered as voluntary coverage that is paid for by the employee
- Medical and Dependent Care FSA and HRA
- 2 weeks of paid parental leave
- 20 days (4 weeks) of PTO for your 1st two years
- 12 paid holidays
- 401k with a 4% match

POSITION SUMMARY:

The Clinical Technology Manager provides first-level technical support to all staff and programs across the health center, assisting with hardware, software, network, and electronic health record (EHR) systems. This role is critical in maintaining reliable and secure technology services that support quality patient care and operational efficiency.

ESSENTIAL FUNCTIONS:

Technical Support
- Provide first-line technical assistance to staff via phone, email, ticketing system, or in-person.
- Diagnose and resolve issues related to desktops, laptops, printers, mobile devices, and peripheral equipment.
- Support users with basic troubleshooting for EHR systems, Office 365, and other clinical and administrative software.
- Set up new user accounts, email access, and permissions following organizational policies.
- Onboarding equipment, system access, and workstation setup for new staff.
- Assist in the deployment, configuration, and maintenance of IT hardware and software.
- Serve as the primary point of contact for live help desk triage, managing initial response for all hardware, software, and EMR-related issues and escalating as appropriate

Healthways Technology Coordinator
- Manage all Healthways technology platforms, including digital health tools, communication systems, and EMR interfaces.
- Oversee setup, maintenance, inventory, and support for participant-facing devices such as wearables, digital scales, and blood pressure monitors.
- Lead onboarding for staff, Community Coaches, and participants to program technologies at the start of each cycle.
- Provide real-time technical support during weekly sessions and remote engagements.
- Ensure seamless integration between participant technologies and Athena EMR in collaboration with the Data and Billing team.
- Develop and maintain workflows for tech-enabled activities such as remote attendance tracking, surveys, and digital resource access.
- Create user guides and training materials to support independent use of program platforms.
- Serve as liaison to MCHC IT staff and external technology vendors.
- Support continuous quality improvement by identifying and implementing technology enhancements that improve participant experience and staff efficiency.
- Assist with digital tools for data collection, cohort tracking, reporting, QR codes, virtual workshops, and intake forms.
- Research and recommend new technologies that strengthen accessibility, virtual participation, alumni engagement, and program scalability.

Network & Systems Assistance
- Support basic network troubleshooting (e.g., connectivity, Wi-Fi, VPN).
- Assist with routine system maintenance tasks, including software updates and security patches.
- Escalate complex issues to IT staff vendor as needed.
- Develop and maintain a strategic technology improvement list, with a focus on long-term system consolidation and operational efficiency

Documentation & Inventory
- Maintain accurate records of service requests, resolutions, and asset
- inventory.
- Document support processes and contribute to the internal knowledge base.
- Maintain comprehensive oversight of all technology assets, including procurement, deployment, maintenance, and retirement
- Maintain and regularly update the organization-wide phone directory and device assignment records

Compliance & Security
- Follow HIPAA and organizational data privacy and security protocols.
- Support compliance with federal and state regulations related to information systems in a healthcare environment.

Team & Organizational Support
- Collaborate with clinical and administrative teams to ensure smooth operation of IT systems.
- Participate in staff training and provide basic user education on technology tools and best practices.
- Support IT projects and other duties as assigned

POSITION REQUIREMENTS:

Education/Experience
- Associate's degree in information technology, Computer Science, or related field (or equivalent combination of education and experience).
- 2-5 years of experience in IT support, help desk, or technical customer service.
- Experience in a healthcare or nonprofit environment preferred but not required

Skills/Abilities
- Basic understanding of Windows and/or Mac operating systems, Microsoft 365, and network fundamentals.
- Strong problem-solving and troubleshooting skills.
- Excellent communication and customer service skills.
- Ability to manage multiple priorities and maintain professionalism in a fast-paced environment.
- Commitment to confidentiality and data protection under HIPAA.
- Interest in the mission and values of community-based healthcare.

Physical Requirements:

While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Noise level in the work environment is usually quiet.