

Inland Northwest Health Partners

Inland Northwest Health Services

Non-Management Job Description

Job Title: TeleHealth Analyst
Reports to: TeleHealth Director
Department: Inland Northwest Health Services

Job Code: P223
Date: September 2000
Salary Range/Class: E11/Exempt

JOB PURPOSE:

This position develops, implements and supports the video communications hardware and networks associated with all TeleHealth sites. Systems include video bridges, codecs, H.320, H.323 and H.324 based communications systems, remote access and links to other outside service receivers. Performs evaluative testing of different equipment types for possible integration into the TeleHealth network. The position works closely with site personnel, network analysts and vendors to design, install and configure integrated conferencing networks.

PHYSICAL, SENSORY, ENVIRONMENTAL:

Work is performed both in an office setting with extensive computer work as well as off-site in both rural and urban locations for associated facilities. May be requested to lift from 50 – 80 lbs. Work may require extra hours, special projects or travel to and from rural facilities.

Blood-Borne Pathogen Category III – No exposure to blood-borne pathogens.

JOB DIMENSIONS:

The TeleHealth Analyst may be assigned to different functional areas and may receive additional itemization of specific tasks. Tasks may change as need arises and systems are changed. This position functions largely independently while keeping the appropriate member of the management staff and/or Director apprised on needs, problems and personnel issues. Position may be assigned to on-call status at times or may receive a call on off-duty hours.

This position provides a high level of technical expertise in various areas, i.e. administration and performance of the network services, monitoring network components including: hardware and software evaluation, system design, development, creation of plans for implementation to insure compliance, selection, installation, testing, implementation, documentation, safeguarding financial interests and resources, training and education, procedures, user access, troubleshooting, problem resolution and general support of video network systems. Position keeps projects on task; assists in preparation of reports and presentations, attends and positively contributes to meetings; consults with users. Position assists in training of individuals on the use of conferencing and related equipment.

The TeleHealth Analyst must be able to function independently in a responsible and effective manner, often without management input or supervision. This individual must be solution oriented and have excellent customer skills, as well as excellent verbal and written communication skills. The TeleHealth Analyst works cooperatively as a team member, may act as a project leader and exemplifies the mission and values of INHS.

TeleHealth Analyst – Job Description

QUALIFICATIONS:

ESSENTIAL/NON ESSENTIAL

BA degree in Business or Associate degree in Computer Science; three (3) or more years experience in similar related fields where formal or certificate training for data/or video systems apply. E

Considerable knowledge of communications systems either by installing communication systems, project management and/or Customer Service Representative skills where responsibilities included defining video features for users, directories, user training etc. E

Experience in operation and administration of VTEL, PictureTel or Polycom videoconferencing systems is preferred. E

Knowledge of the health care industry is desirable. N/E

Ability to train and lead others; to demonstrate excellent internal and external customer service skills; to communicate well verbally and in written form; to be analytical and to lead projects. E

SIGNATURES:

The undersigned have read this job description and agree that it defines the position as it currently exists. The undersigned know the established salary range for this position.

Employee

Date

Director

Date

COO

Date

Human Resources

Date