JOB TITLE: IT Special Projects Coordinator  
DEPARTMENT: Finance  
REPORTS TO: Director of IT

Statement of Duties
Duffy Health Center is a patient-centered medical home and every role requires functioning effectively using a team-based approach. The IT Special Projects Coordinator is responsible for providing IT support for the staff of Duffy Health Center and is a crucial member of the Organizational Development team. This position acts as a project lead for new software initiatives and for on-going support of implemented applications. This position is deemed non-essential* in the DHC Emergency Operations Plan.

Position functions
The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

1. Design, develop, test, and deploy automation workflow automation tools.

2. Create Robotic Process Automation processes and end-user documentation.

3. Assure the quality of RPA automation.

4. Collaborate with cross-departmental team members to capture business requirements and translate them into technical approaches and designs that can be implemented with RPA.

5. Acts as implementation specialist for enterprise applications (i.e., PatientPing, Automate)

6. Coach and prepare staff for successful rollouts of applications.

7. Provides staff support for current and future enterprise applications (i.e., telehealth, Salesforce)

8. Looks for opportunities to streamline operational workflows with current tools and makes recommendations for additional tools that might improve efficiencies.

9. Conducts data analysis and generates regular reports.
10. Provides ad hoc hardware support under limited circumstances.

11. Other duties as assigned.

**Recommended Minimum Qualifications**

**Minimum Education and Experience**
A candidate for this position should have at least an associate degree in Information Technology, and one (1) to two (2) years of experience in project management/coordination or one (1) to two (2) years implementation and/or business analysis experience. Experience in a medical setting is preferred.

**Requirements under the DHC Emergency Operations Plan**
During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work remotely. This position is Non-Essential and therefore this position may be expected to work remotely’ during a declared emergency.

**Knowledge, Skills, and Abilities**
A candidate for this position should have the following:

Knowledge of:
- Robotic Process Automation
- Understanding of workflow-based logic and the ability to both understand a business process from a workflow diagram and to conceptualize it as an automated solution
- Conducting analyses in support of process automation opportunities
- Process improvement and optimization IT projects
- IT hardware troubleshooting
- Databases

Skill in:
- Developing software workflows
- Managing projects
- Diagnosing, researching, and analyzing customer issues and requests
- Communication
- Problem-solving and organization
- Microsoft Office Suite
And ability to:

- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH
- Design, develop, and test automation workflows
- Lead and support all aspects of software implementations
- Create detailed project implementation plans
- Develop, track, and report key implementation metrics
- Gather requirements for product implementations
- Simplify and communicate complex ideas to customers

**Accountability**
The nature of work means that errors can be easily detected, usually by the employee. Consequences of errors, missed deadlines, or poor judgment may result in minor confusion, involving minimal time and expense for correction, such as taking blood pressure, data entry or failure to follow established procedures.

**Judgment**
Numerous standardized practices, procedures, or general instructions govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

**Complexity**
The work consists of simple, routine, or repetitive tasks and/or operations with few variations in established procedures.

**Supervision Required**
Under general supervision, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee’s work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed. In many cases, the work is self-checking, for example, requiring accounts to balance before proceeding.

**Nature and Purpose of Contacts**
Relationships are with co-worker’s incidental to the purpose of the work involving giving and receiving factual information about the work. Ordinary courtesy and tact are required. Contacts with patients may be required on an occasional basis.
Work Environment
The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Physical Demands
Work requires some agility and physical strength, standing or walking most of the work period, or helping clients or patients move. Occasionally, work may require lifting heavy objects and carrying them (up to 10 lbs.). There may be needed to stretch and reach to retrieve materials.

Motor Skills
Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, computer and/or most other office equipment, typing, filing, sorting, or operating a motor vehicle.

Occupational Risk
Duties of the job present little potential for injury. Risk exposure is similar to that found in typical office settings.

Confidentiality
Has regular access at the departmental level to a wide variety of confidential information, including personnel records, medical records of employees or patients, client records, criminal investigations, court records, financial records.

Essential*

*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.

Non-essential*

*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.