SC DEPARTMENT OF CORRECTIONS

-JOB POSTING NOTICE (EOE)-

OPENING DATE: 11/28/17 CLOSING DATE: UNTIL FILLED

SCDC INTERNAL TITLE: IT SERVICE SPECIALIST III SCDC POSITION #: 012355
HOURS/WEEKLY: 037.50 SHIFT SCHEDULE: 02 WORK TIME: 0830 AM - 0430 PM
LOCATION: RESOURCE & INFORMATION MGMT - ADMINIST, COLUMBIA (RICHLAND)

STATE JOB TITLE: IT SERVICES SPECIALIST III STATE JOB CLASS: AM62
PAY BAND/LEVEL: 05 E
BAND: 05 SPECIAL INCENTIVE: NO
HIRING SALARY RANGE: $ 038422 - $ 049591 SCEIS POSITION #: 61022922

MINIMUM AND ADDITIONAL REQUIREMENTS:
A HIGH SCHOOL DIPLOMA AND EXPERIENCE IN OFFICE AUTOMATION SYSTEMS, DATA COMMUNICATIONS SYSTEM DESIGN, INSTALLATION, OPERATION, REPAIR, SALES OR MARKETING, OR PROCESSING OF INFORMATION IN A DATA PROCESSING ENVIRONMENT OR RELATED SYSTEMS. AN ASSOCIATE'S DEGREE OR A BACHELOR'S DEGREE IN A RELATED FIELD MAY BE SUBSTITUTED FOR THE REQURIED WORK EXPERIENCE. FOR THE PURPOSES OF THIS POSITION, RELATED FIELDS INCLUDE COMPUTER SCIENCE, HEALTHCARE, OR TEACHING. PREFERRED REQUIREMENTS: ASSOCIATE'S DEGREE AND HIGHER. EXPERIENCE WITH ELECTRONIC MEDICAL RECORDS AND/OR NEXTGEN A PLUS. MODERATELY COMPLEX KNOWLEDGE OF CAPABILITIES AND INTRICACIES OF SYSTEMS AND APPLICATIONS. ABILITY TO WRITE AND REVISE COMPLEX USER DOCUMENTATION, INCLUDING CONVERTING TECHNICAL INSTRUCTION TO MATERIALS THAT CAN BE UNDERSTOOD BY NON-TECHNICAL PERSONNEL. ABILITY TO UNDERSTAND AND CARRY OUT MODERATELY COMPLEX TECHNICAL AND NON-TECHNICAL INSTRUCTIONS AND REQUESTS. ABILITY TO COMMUNICATE IN A CLEAR AND CONCISE MANNER, BOTH ORALLY AND WRITTEN. ABILITY TO WORK EFFECTIVELY WITH USERS, VENDORS, AND OTHER IT PERSONNEL.

DESCRIPTION OF DUTIES:
ASSISTS END USERS, IT PERSONNEL, AND STAKEHOLDERS TO ENSURE THAT ALL HEALTH IT SYSTEMS MEET USERS' NEEDS AND ARE UNDERSTOOD BY USERS, INCLUDING, BUT NOT LIMITED TO THE: ELECTRONIC HEALTH RECORD, OFFENDER MANAGEMENT SYSTEM, LAB INFORMATION SYSTEM, PACS SYSTEM, PHARMACY INFORMATION SYSTEM, AND ALL RELATED INTERFACES.
PROVIDES ADVANCED LEVEL PROBLEM DETERMINATION AND SUPPORT TO USERS OF SCDC HEALTH IT SYSTEMS BY TROUBLESHOOTING SYSTEM AND USER ERRORS AND FINDING RESOLUTION. PREPARES USER DOCUMENTATION, INCLUDING USER MANUALS, AND PROVIDES STAFF TRAINING. TESTS SIMPLE APPLICATIONS AND WORKS WITH IT PERSONNEL TO ASSES STABILITY AND FUNCTIONALITY OF ALL HEALTH IT SYSTEMS. SERVE AS BACK-UP TO OTHER HEALTH IT SUPPORT STAFF MEMBERS IN THE PERFORMANCE OF THEIR DUTIES AND CONTINUE CROSS-TRAINING SO ALL MEMBERS WILL BE ABLE TO ASSIST WITH ALL DUTIES.
COMMENTS:
PLEASE SUBMIT RESUME WHEN APPLYING FOR THIS POSITION
THIS IS A NEOGOV POSITION APPLY ONLINE @ AGENCY.GOVERNMENTJOBS.COM/SC