

**Job Description**

**Title:** Template Designer

**Department:** EHR Department

**Reports To:** EHR Deployment Manager

**Hourly Position**

**Job Summary**

A Template Designer designs, creates, edits, documents, and deploys templates for EHR / EHR systems of SMIS clients. Shift schedules can vary depending on the needs of the project being worked and the availability of the employee.

Essential functions include:

- Designs, creates, edits, documents, tests, and deploys templates created in the Nextgen EHR software.
- Performs actions detailed in tickets assigned to them and records actions taken to perform tasks, resolve issues, necessary contact information, client network information, expenses and time within SMIS' ticketing software, Connectwise.
- Completes online training as requested.
- Performs template edits as described by tickets assigned
- Interfaces with clients and their vendors to resolve network and EHR issues to clients satisfaction
- Remains in contact with EHR Deployment Lead and The Operations Manager
- Works collaboratively with EHR team and entire SMIS staff to achieve client business goals by providing essential job functions.

**Required Knowledge, Skills and Abilities**

- Support experience with medical facilities in a production environment is preferred
- Experience and certifications in deployment of EHR/EHR systems such as Nextgen, AllScripts, Centricity, Greenway, or others is highly desirable
- Hands on technical experience with and very knowledgeable on LAN/WAN operations and networking protocols.
- Knowledge of programming or scripting languages such as python, perl, C++, visual basic, HTML, bash/shell script or other language is preferred.
- Knowledge of MS SQL 2005 and higher is preferred.
- Knowledge of UNIX and Linux is preferred
- Travel outside of the DFW metroplex will be required at times for certain deployments.
- Ability to work with moderate supervision
- A keen ability to learn quickly and find resolutions to technical issues
- A proven track record in a team environment
- Analytical thinker with strong attention to detail

## **Template Designer**

- Must be able to relay technical information to clients with varying skill levels in a manner in which they can understand.

### **Physical Demands and Work Environment**

EHR Deployment Engineers will primarily work remotely from home or within one of our offices located in Denton or Dallas, TX. At times, Template Designers will need to go onsite to meet with clients or prospects about projects in progress. Physical demands of this position require Template Designers to lift 40 lbs by themselves as well as heavier items with additional help.

### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.