



**HEALTH ONE ALLIANCE, LLC, ITS SUBSIDIARIES AND AFFILIATES,  
INCLUDING ALLIANT HEALTH PLANS  
JOB DESCRIPTION**

<b>JOB TITLE:</b>	Application Support Specialist	<b>LOCATION:</b>	Irving, Texas
<b>DEPARTMENT:</b>	Information Technology	<b>REPORTS TO:</b>	Senior Product Manager

### **Job purpose**

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The Application Support Specialist serves our customers, who are clinicians and clinical billers, by resolving issues and questions from customers via phone and email communication or web meetings about Indigo EHR/PM and D3000 Payer Eligibility/Enrollment System. This position focuses on, but is not limited to, training, account management, project management, quality assurance and customer support. Some travel may be required for this position.

### **Duties and responsibilities**

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- Develop and provide weekly updates including reports, logs and documented issues.
- Manage and maintain reports and project plans
- Design application features using applicable tools
- Research, maintain and follow security and compliance issues including but not limited to, HIPAA, NCQA, and ONC Meaningful Use
- Provide internal and external customers with application and technical support assistance primarily over the phone, desk-side, and/or remotely
- Learn appropriate software and hardware used by the organization and keep up with software, hardware and industry trends
- Coordinate all activities pertaining to problem identification and resolution, while managing customer expectations
- Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved
- Other duties as assigned

### **Qualifications**

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- High school diploma from accredited school required
- Bachelor's Degree from accredited college preferred
- 1-3 years' experience in healthcare, customer service, electronic health record (EHR), practice management, revenue cycle, or eligibility system preferred
- Experience with Microsoft office suite including Word, Excel, and PowerPoint required

### **Competencies**

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- **Ethics** - Honest, accountable, maintains confidentiality

- **Reliability** - The extent to which the employee can be depended upon to be available for work, do it properly, and complete it on time. The degree to which the employee is reliable, trustworthy, and persistent.
- **Sense of Urgency** - Meets deadlines, establishes appropriate priority, gets the job done in a timely manner
- **Communication** - Communicates well, delivers presentations, has good listening skills
- **Computer skills** - Skilled with computers, takes advantage of new technology, learns new tools quickly, uses technology to enhance job performance
- **Customer service** - Works well with customers, promotes a positive image of the company, strives to solve issues raised by customers
- **Dependability** - Completes job assignment and projects with minimal supervision. Meets schedules and deadlines.
- **Initiative** - Takes action, seeks new opportunities, strives to see projects to completion
- **Technical Skills** - Maintains current understanding of technical processes/equipment, uses technology to increase performance/productivity
- **Quality** - Strives to eliminate errors, accurate work is a priority, seeks opportunities to improve product/services

### **Physical, Mental, Environmental & Working Conditions**

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Moderate amount of walking, sitting, and writing. Moderate to significant amount of stress in meeting deadlines and dealing with day-to-day events in the execution of job duties. Needs flexibility and adaptability to change. Candidate must be self-disciplined and a self-starter and able to work independently with a flexible work schedule. Must be able to drive a vehicle and daytime/overnight travel as required.