



Skokomish Indian Tribe

Tribal Center (360) 426-4232

N. 80 Tribal Center Road

FAX (360) 877-5943

Skokomish Nation, WA 98584

JOB DESCRIPTION

POSITION: IT SUPPORT SPECIALIST

SUPERVISOR: IT MANAGER

SALARY: \$40.00-\$49.00 HOURLY 1 FTE DOQ/DOE

NATURE OF WORK: The IT Support Specialist will be responsible for the management, support, and optimization of IT infrastructure in a fast-paced medical clinic environment. This includes maintaining servers, networks, security systems, and electronic health record (EHR) systems to ensure seamless daily operations.

The ideal candidate will work closely with healthcare providers and administrative staff to ensure that technology is aligned with clinical and operational needs, while maintaining compliance with industry regulations, including HIPAA. We are most interested in receiving applicants from individuals or entities that have demonstrated experience working with or for Indian Tribes and serving tribal communities.

REPRESENTATIVE JOB DUTIES

Network and System Administration:

- a. Install, configure, and maintain servers, workstations, and network devices to ensure the clinic's IT infrastructure is secure and efficient.
- b. Monitor system performance, resolve issues, and ensure that servers and networks operate optimally.

Electronic Health Record (EHR) Support:

- a. Provide ongoing support for EHR systems (e.g., Greenway, Dentrix or Cerner), including system configuration, user access management, troubleshooting, and system updates.
- b. Work with clinical and administrative teams to ensure smooth integration of clinical workflows with EHR applications.

Cybersecurity and Compliance:

- a. Ensure the clinic's IT systems are secure and compliant with HIPAA, HITECH, and other applicable healthcare regulations.
- b. Implement and maintain security protocols such as firewalls, data encryption, multi-factor authentication, and access control policies.

User Support and Training:

- a. Provide tier 1 and tier 2 support for clinic staff, including troubleshooting hardware and software issues, resolving system errors, and assisting with the use of clinical applications.
- b. Conduct training sessions to help staff become proficient in using IT systems and applications effectively.

Backup and Disaster Recovery:

- a. Manage and test regular system backups and disaster recovery procedures to ensure minimal downtime and data integrity in the event of a system failure or disaster.
- b. Develop, maintain, and test a business continuity plan.

Vendor Management:

- a. Coordinate with external vendors for hardware repairs, software updates, and technical support.
- b. Ensure that third-party software systems, including EHR and billing applications, are kept up-to-date and functional.

QUALIFICATIONS**Education:**

- a. Bachelor's degree in computer science, Information Technology, Health Informatics, or a related field.
- b. Relevant certifications may be considered in lieu of formal education.

Experience:

- a. 3+ years of experience as a Systems Administrator, IT Support Specialist, or similar role, preferably in a healthcare environment.
- b. Strong experience with EHR systems (e.g., Greenway, Citrix, Dentrix and MiPacs), including administration and troubleshooting.
- c. Experience managing both on-premises and cloud-based IT infrastructure.
- d. Previous experience with HIPAA-compliant IT practices and data security protocols.

Technical Skills:

- a. Proficient in Windows and Linux server administration, including Active Directory, SQL Server, and backup solutions.
- b. Strong understanding of networking concepts, including TCP/IP, DNS, DHCP, VPNs, and firewalls.
- c. Familiarity with database management and reporting tools, especially those used in healthcare environments.
- d. Experience with virtualization technologies (e.g., VMware, Hyper-V) and cloud platforms (e.g., AWS, Microsoft Azure).

Soft Skills:

- a. Excellent troubleshooting and problem-solving skills, with an ability to quickly identify and resolve technical issues.
- b. Strong communication skills to interact with non-technical staff and healthcare providers effectively.
- c. Ability to manage time and prioritize tasks in a fast-paced healthcare environment.
- d. The candidate must have a valid driver's license and be eligible for the Tribe's automobile insurance.
- e. Must be able to work in a team environment.
- f. Strong organizational, communication and interpersonal skills preferred.

- g. The selected candidate must successfully complete a pre-employment drug screen test, and a complete background investigation, including relevant criminal history, prior to employment.

Preferred Qualifications:

1. Certifications such as Microsoft Certified: Azure Administrator Associate, CompTIA Network+, or CompTIA Security+.
2. Experience working with medical devices, diagnostic imaging systems, or telehealth solutions.
3. Previous experience working in a medical clinic or healthcare setting.

Behavior standards: Respectful, courteous, and friendly to customers, other tribal employees, and tribal leaders. A team player that helps the organization meet its objectives. Take the initiative to meet work objectives. Effective communications with customers and other tribal employees. Get along with co-workers and managers. Positively represents the tribe maintaining the trust Skokomish residents have place in each of us. Demonstrate honesty and ethical behavior.

CONFIDENTIALITY: The employee will be required to sign a confidentiality agreement. Violation of this agreement can result in immediate dismissal.

DRUG-FREE WORKPLACE POLICY: The Skokomish Tribe is committed to providing a drug-free workplace for its employees, volunteers, and the community it serves. By Skokomish Tribal policy, this position requires pre-employment drug testing.

PREFERENCE: The Skokomish Tribe’s Indian Preference Policy applies to this position. First preference will be given to qualified, enrolled Skokomish tribal members. Second preference will be given to qualified Native American applicants who provide proof of enrollment in a federally recognized tribe. Applicants not entitled to, or who fail to claim Indian Preference, will receive consideration without regard to ethnic/national origin, marital status, sexual orientation, religion, disability status, or membership in the tribal organization.

This position is at will and does not create a contractual relationship between the tribe and the employee.

APPLICATION INSTRUCTIONS

The application must be filled in completely (Do not write see resume). **APPLICATIONS THAT ARE NOT COMPLETELY FILLED OUT and TURNED IN BEFORE CLOSING DATE WILL NOT BE CONSIDERED**

NOTE: Resumes and Cover Letters are only accepted in support of the application

JOB DESCRIPTION APPROVAL:

CEO: _____ Date: _____

Employee: _____ Date: _____