Job Title
Systems Analyst IV
Lab

Department
System Hospital Information Systems

Job Summary
The Systems Analyst IV-Lab is responsible for the maintenance of SCC (Soft Lab) and associated Cerner Millennium applications at the Cook County Health & Hospitals System (CCHHS). The incumbent provides immediate application and systems support and oversight in the completion of projects, system enhancements, application of vendor upgrades and application support as well as support of end-users.

Typical Duties
- Designs, builds and documents application changes utilizing SCC (Soft Lab) and Cerner Millennium applications. Consults with end-users on SCC (Soft Lab) and Cerner Millennium design and build changes. Tests software to detailed specifications.
- Identifies, analyzes, tracks and reports on project issues keeping management abreast of project activity and reports.
- Learns new clinical applications and oversees the completion of tasks related to clinical system functions.
- Coordinate’s the resolution of end-user calls and determines appropriate action by investigating and analyzing reported hardware and software problems.
- Evaluates and assists senior management in the implementation of system upgrades. Analyzes functional requirement documentation by conducting interviews with key personnel to collect information on the use of the current system. Identifies and encourages user department procedural changes.
- Refines sample test plans for conversions, interfaces and applications. Assists in the development of a Live Event Plan. Provides post-live application support.
- Completes assigned work plans tasks. Maintains tables, files, profiles, codes sets, etc.
- Trains less experienced personnel and assists in developing departmental education and training materials. Monitors and reviews procedural materials. Attends applicable vendor clinical application classes. Learns and assists with other applications as directed.
- Provides after-hours support of clinical applications per schedule.

Reporting Relationships
Reports to the Chief Information Officer
Minimum Qualifications
- High School diploma or GED
- Eight (8) years of work experience in Healthcare Laboratory Delivery Systems; OR a Bachelor’s Degree from an accredited college or university and four (4) years of work experience in a Healthcare Laboratory Delivery System
- Three (3) years of work experience in a hospital laboratory as a medical technician/Technologist
- Build/Maintenance experience with SCC (Soft Lab) and Cerner Millennium/Power Chart

Preferred Qualifications
- Bachelor’s Degree or higher level Degree in Public Health Computer Science or Management Information Systems from an accredited college or university

Knowledge, Skills, Abilities and Other Characteristics
- Strong knowledge of SCC (Soft Lab) and Cerner Millennium/Power Chart applications and its relational data bases.
- Strong knowledge of Systems Development Life Cycle.
- Strong knowledge of laboratory workflow.
- Strong interpersonal skills necessary to train junior staff and foster collaboration among co-workers.
- Excellent customer service skills with acceptable response times to phone calls, emails and customer requests.
- Attention to detail.
- Ability to work independently with minimal supervision.
- Expertise necessary to work with large integrated applications.
- Ability to make sound judgments under supervision.
- Ability to prioritize, plan, and organize projects and tasks.
- Ability to multi-task and meet deadlines in a fast paced and stressful environment.
- Strong initiative.
Physical and Environmental Demands
This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

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 intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.

Approval:       10/18/2016
Donna Hart
Chief Information Officer

Approval:       Date
Gladys Lopez
Chief of Human Resources