



**PUEBLO OF JEMEZ  
JOB ANNOUNCEMENT  
2022-014  
HEALTH & HUMAN SERVICES  
HEALTH INFORMATION MANAGEMENT  
ELECTRONIC HEALTH RECORDS SUPERVISOR**

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<b>Position Title:</b>	Electronic Health Records Supv.	<b>Pay Level:</b>	\$49,492 – \$74,914
<b>Position Open Date:</b>	12/16/2022 – Until Filled	<b>Department:</b>	Health Information Mgmt.
<b>Position Status:</b>	Full-Time	<b>Classification:</b>	Exempt
<b>Supervisor:</b>	HIMs Manager	<b>Location:</b>	Health & Human Services

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**POSITION SUMMARY:**

Responsible to coordinate, develop, implement, and maintain changes to the electronic health record (EHR). This position will also work with the Quality improvement, finance, and clinical departments to ensure that all individuals are adequately advised and trained in the most efficient work procedures in utilizing the EHR as updates, patches and changes take place within the system.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION & EXPERIENCE:**

Bachelor's Degree in computer science, information management systems, or a closely related field; OR three (3) years of experience working in a healthcare industry, and a minimum of two (2) years of supervisory or manager experience.

**REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:**

New Mexico Driver's License  
Background Investigation  
Cisco certified IT credential.  
CompTIA's Server+, or other comparable enterprise level IT credential or ability to attain within (90) days of start date

**PHYSICAL DEMANDS & WORKING ENVIRONMENT:**

Pueblo of Jemez – Human Resources Department  
PO BOX 100 Jemez Pueblo, New Mexico 87024  
Phone: (575) 834-6333  
Fax: (575) 834-0604  
E-mail: [humanresources@jemezpuablo.org](mailto:humanresources@jemezpuablo.org)

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in typical office and clinical setting; agility and dexterity to use standard office and medical equipment; stamina to sit and stand for extended periods of time; strengths and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

**ESSENTIAL FUNCTIONS:**

- Performs EHR system maintenance; troubleshoots any issues that arise within the IBM server; verifies that backups are done daily; troubleshoots user access issues; tracks data usage and manages data; loads patches into EHRs; creates 3PB local mods for electronic transmissions
- Supports EHR Technicians positions; performs regular audits of subordinates' work; directly trains EHR support role and cross train with CAC
- Provides RPMS/EHR User Support; troubleshoots issues that may arise due to package problems; resets print queue and user credentials; runs Qman, Vgen, Pgen reports; creates user files, create device files
- Reports to HIM Manager with EHR details, reports, and audits
- Maintains proper documentation and record of all EHR system upgrades and changes.
- Participates in the EHR User Groups to learn more about the product to guarantee the agency is functioning at the highest level possible with the utilization of the record
- Ensure timely and appropriate support for any EHR related issues
- Manage the schedule of training resources
- Works in coordination with other projects to ensure that the EHR will meet those projects' goals
- Provides risk identification and mitigation as it relates to the EHR system
- Maintains a helpdesk ticketing system by assigning, prioritizing, and timely completing the tickets
- Performs ensemble configuration; adds and modifies Routines and Globals; adds HL7 and troubleshoots interfaces
- Develops EHR program with implementation of EHR related policies and procedures
- Contributes to the overall quality of the unit's service provision by developing and coordinating work teams
- Remains current on all JHHS policies, assigned trainings and/or certification requirements
- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public

**REQUIRED KNOWLEDGE AND SKILLS:**

- EHR software capabilities and installation techniques; documentation and user instruction methods and techniques
- Computer system hardware and business application software operating capabilities and limitations
- Use of specified computer applications involving word processing, office automation and/or standard report generation
- Installation and maintenance of personal computer and network hardware and software
- Record keeping principles and practices
- Correct business English, including spelling, grammar and punctuation
- Computer applications related to the work
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone
- Installing, maintaining and troubleshooting EHR software
- Analyzing user issues and providing problem resolution

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- Installing, maintaining and troubleshooting computer hardware, peripherals and software EHR
- Using initiative and independent judgment within general policy guidelines
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Using tact, discretion and prudence in dealing with those contacted in the course of the work

To apply for the position posted, please apply as follows;

Send;

Pueblo of Jemez Job Application

Cover Letter

Professional Resume

To;

[humanresources@jemezpueblo.org](mailto:humanresources@jemezpueblo.org)

Or;

Pueblo of Jemez – Attention Human Resources Department

PO BOX 100

Jemez Pueblo, New Mexico 87024

Or;

Visit the Pueblo of Jemez Website – Careers

[www.Jemezpueblo.org](http://www.Jemezpueblo.org)