

PROGRAM SUPPORT SPECIALIST POSITION DESCRIPTION

JOB SUMMARY

The Program Support Specialist provides technical assistance to healthEconnect outreach and operations staff and directly to healthEconnect participants. The Program Support Specialist communicates regularly with teams within CRISP Shared Services, healthEconnect's technology partner. They are responsible for tracking integrations and projects to ensure that projects continue moving through appropriate workflows within established timeframes. The position provides support for the overall operations of healthEconnect Alaska.

ESSENTIAL FUNCTIONS

Coordinate Technical Workflows

- Submit and monitor the flow of technical tickets within CRISP Shared Services.
- Conduct proactive follow-up, as needed, on ticket tracking and management.
- Attend routine meetings with CRISP Shared Services integration team to support coordination and follow up on action items.
- Support operations and outreach staff in coordinating meetings and follow up activities as needed for appropriate project cadence.

Direct User Support

- Support healthEconnect participants in technical issues including, but not limited to, formatting and uploading patient panels, resetting account passwords, accessing healthEconnect tools.
- Train users on technical use of tools such as SFTP, MFT, and DSM as well as the healthEconnect portal.
- Provide technical user training as requested by healthEconnect outreach staff.

Operations Assistance

- Manage software needed for office operations (eg. Office 365, email applications, SharePoint, etc.)
- Assist with hardware set up and maintenance including employee computers, conference room technology, and other office equipment.
- Manage meeting agendas, minutes, and related documentation. Assemble and disseminate board meeting documents.
- Coordinate technical aspects of meetings and webinars.

KNOWLEDGE, SKILLS, and ABILITIES

- Strong skills in office software such Excel, Word, PowerPoint
- Ability to train others on the use of various applications
- Experience working with Smartsheets, JIRA, Liquid Planner, Salesforce or other similar

applications.

- Excellent organizational skills and use of tools to manage projects and timelines.
- Communication and collaboration skills to effectively communicate with stakeholders, including healthcare providers, IT teams, vendors and State agencies.

MINIMUM QUALIFICATIONS:

- Associate degree in business or technology related field or equivalent work experience
- Minimum 3 years work experience demonstrating strong organizational and communication skills

PREFERRED QUALIFICATIONS:

- Bachelor's degree in business, technology, or related field.
- Training in project management, process improvement, quality management, or related areas.