



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands
1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 22-196

POSITION: **Software Specialist/ Systems Analyst** OPENING DATE: **11/22/2022**
NO. OF VACANCIES: **1** CLOSING DATE: **12/07/2022**
SALARY: **\$30,823.52- \$33,983.04 P/A**
PAY LEVEL: **05/01 – 05/03**
LOCATION: **Health Information Technology Department,
Commonwealth Healthcare Corporation, Saipan**

NATURE OF WORK:

Under the supervision of the Director of IT, incumbent will provide technical and administrative support related to the design, build, management, training, and assessment of Commonwealth Healthcare Corporation (CHCC) Clinical, Administrative, and Financial () Information Systems across the enterprise. The Software Specialist/ Systems Analysts translates the objectives of IT transition in a manner conducive to successful implementation of Information Systems, advises end-users of potential technical and/or administrative difficulties that develop during implementation and ensures the systems data collection, storage, retrieval, processing and sharing are optimized for decision support and service delivery.

DUTIES & RESPONSIBILITIES:

- Participates in implementation of information systems installation and upgrades
- Tests, trains, and implements improvements to existing information systems
- Proficient in group facilitation skills in working with people, resources, and time to meet organizational and departmental goals and to meet budget
- Participates in initiatives that includes operations to facilitate workflow analysis determining the expectations and gaps and develops skills in being able to create training tools that support change
- Develops workflow remediation and designs targeted training as necessary and evaluates effectiveness of interventions
- Demonstrates independent analysis of workflows, system details and technical issues associated with the applications supported
- Develops communication regarding technology changes, upgrades, and downtimes
- Scopes multiple major and minor enhancements in accordance with ISS standards and best practices
- Analyzes new functionality and recommends how it should be used to prioritize and implement requested changes to the information system
- Engages in multi-team and integrated solution development
- Facilitates meetings and provides functionality demonstrations with minimal oversight
- Makes recommendations on procedures and innovation solutions to improve efficient, reliable use of the information systems
- Participates in the review of the content of knowledge-based tools and supports the use of appropriate methodologies so they are followed and sustained
- Develops skills to effectively deliver training which enables the successful adoption of information systems
- Maintains current training materials and updates as enhanced training materials are needed

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job related medical condition or disability, or any legal protected status.

- Supports change/transformation initiatives by assisting end-users with the dynamic nature of information systems
- Involve in the resolution of complex help desk ticket issues which may require further analysis of data and initiate studies concerning problems with staffing, equipment, cost containment, space availability and assignment, work simplification, report requirements, productivity, etc.
- Ensure the confidentiality, integrity, and availability of systems, networks and data through planning, implementation, and enhancement of security programs and policies
- Identifies discrepancies and develops systems to ensure compliance with laws, rules and regulations
- Serves as a coach/mentor to Information Systems Analysts
- Supports various IT and Operational Teams in the use of standard processes, and services (e.g. training tools and workflow design) related to the provision of training methodologies and approaches for designated end-user applications and facilitates technical support when indicated. This resource actively works under the direction of and IT leaders to drive high quality service delivery through the use of technology.
- Supports governance processes
- Provides one-on-one support for members of the team in gaining and maintaining competency in use of information systems
- Supports ITIL/ISO/NIST aligned standard products, workflows, methodologies and services to support Information Life Cycle Management (ILM) and IT governance best-practices
- Demonstrates effective interactions and positive interpersonal skills in dealing with others in order to maximize productivity and positive employee relations
- Participates in activities facilitated by key informatics leaders and local or enterprise subject matter experts in relevant programs and services designing efficient integration of technology into processes
- Monitor's end-user satisfaction with the use of information systems, and delivers and measures interventions
- Stays current with regulatory standards, management and healthcare issues and trends, and legal implications
- Participate in the on-call rotation for handling incident tickets and providing support of complex workflows
- Responsible to work on an on-call basis for system upgrades, go lives and to meet ad hoc departmental needs
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: Bachelor's degree in information technology or computer science, management information system, statistics, mathematics or related or related field. Proven knowledge and experience with computer applications organization required.

Experience:

Must have one year experience in designing and facilitating training programs including developing training content preferred. Experience with organizational strategies, business operations, and end-user requirements to develop system design and training projects preferred.

OTHER:

- Able to develop training curriculum with minimal direct supervision.
- Able to design and deliver training programs for the end-users.
- Ability to operate a variety of computer software and audio/visual equipment.
- Advance experience with Microsoft tools, including Word, Excel, Access, Visio **are preferred.**

KNOWLEDGE/ SKILL/ ABILITIES:

- Excellent leadership and change management skills to establish and maintain positive and productive working relationships.
- Excellent communication skills.
- Excellent attention to detail.
- Able to prioritize tasks and meet deadlines; strong interpersonal skills.
- Able to work in a team environment.
- Knowledge of adult learning, instructional design, and curriculum development; advanced computer and training skills.
- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

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- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Understanding written sentences and paragraphs in work related documents.
- Talking to others to convey information effectively.
- Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- The ability to apply general rules to specific problems to produce answers that make sense.
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- The ability to read and understand information and ideas presented in writing.
- The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening (Covid-19 vaccine required) and drug screening in accordance with CHCC policy.

OTHERS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Covered**”, or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm, however facility hours are 24 hours / 7 day per week. The **Software Specialist/ Systems Analyst** position will be required to work a fixed work schedule; incumbent can opt to have a Compressed Work Schedule enabling full-time employees to complete basic 80-hour bi-weekly work requirement in less than 10 days. This work schedule however is subject to change with or without notice based on the Employer’s business requirement and/or by the demands of the employee’s job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security; subject to funding availability through federal funds awarded to the *Epidemiology & Laboratory Capacity* not to exceed 07/31/2024.

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1178 Hinemlu’ St., Garapan, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer’s hospital facility’s Main Cashier Office (entrance/exit point for all)

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E-mail: apply@chcc.health

Direct Line: (670) 236-8205/8210/8729/8202

Trunk Line: (670) 234-8950 ext. 3580/3581/3583

Fax Line: (670) 233-8756

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Note: *Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.*