

This is a great opportunity within Ochsner to join the Ochsner Health Network! Our goal is the Triple Aim of Healthcare: to improve healthcare outcomes, to reduce the cost of receiving care, and to enhance the patient experience in receiving needed healthcare. We do this by leveraging data and analytics, utilizing advanced technology, implementing innovative models of healthcare delivery, and collaborating with physicians, health plans, and employers across the state of Louisiana.

This job assumes responsibility for ensuring optimal technical operation of proprietary applications and providing analytical support for the functional areas of the department. Maintains open communication between supported area and Information Services; provides general problem solving services and creating solutions; and assumes responsibility for gathering, analyzing and reporting statistical information to both internal and external customers. This job responds to all data requests in a timely and efficient manner and works with minimal supervision and prioritizes multiple projects.

Application administrator for multiple OHN (Ochsner Health Network) software systems:

Explorys - (IBM Watson Health analytics)

MDI - (Provider Performance)

Salesforce - (Network Management)

OHN Portal - (Collaboration site)

Manages user creation and maintenance of roles/permissions for OHN systems.

First level technical support/trainer for multiple OHN systems listed above

Assists OHN partners and community practices with technology related tasks including, but not limited to: user education, training, support, connectivity, etc.

Serves as end user contact with software vendors for communication around issues, updates, downtime, and other technical needs between OHN partners, providers, and users of OHN systems.

Triages and escalates technical issues to OHN operations leadership, OHS IS, or vendor support as needed.