



Job Title: Application Engineer

Status: Full Time

Location: New York, NY

About Healthix

Healthix is part of a nationwide movement to improve our health care system through better access to information. Healthix is the largest public health information exchange (HIE) in the nation, bringing together over 1,000 healthcare organizations at thousands of sites across New York City and Long Island. We provide secure access to clinical data of more than 17 million patients to improve quality of care, efficiency and effectiveness. Healthix delivers actionable patient data electronically 24/7 in real time, with patient consent and consistent with regulations and policies established by NY State Department of Health.

Position Summary:

Healthix is seeking an **Application Engineer** to manage its Healthshare infrastructure with a focus on Intersystem Cache/Ensemble in both Linux and Windows. This position reports directly to the Engineering Manager of the IT Department. The Application Engineer is responsible for the day-to-day monitoring and management of Healthix HIE Application. The end to end utilization of Intersystem Healthshare Platform including responding to general inquiries and working on active trouble tickets. Work independently and as member of the IT Engineering team. Responsible for collaborating with the Project Management, Development, Security, and HIE Support teams to ensure successful project implementations. This role is hands on and accountable for ensuring the reliability, availability and security of Healthix's services to its customers.

Responsibilities include, but are not limited to, the following:

- Perform advisory role on complex project initiatives.
- Maintain a broad understanding of the Healthix goals, who our participants are, and statutory requirements at State level.
- Achieve HIE operations excellence by proactively identifying pain areas, solution design, and implementation.
- Responsible for operational activities in support of Healthix business areas and customers.
- Ensure HIE application availability meets the defined SLA.
- Implement Role Based Access Control to HIE Application.
- Diagnose and solve technical issues that arise in the implemented Intersystem platform (Caché, Ensemble, or HealthShare).
- Log bugs/defects, steps to reproduce the defect, and actions taken to remediate the defect.
- Collaborate with software developers and software implementers to reproduce, test defects, and validate corrections made to those defects.
- Collaborate with the Intersystem "Tier 3" technical support team to diagnose and solve technical issues pertaining to their software platform.
- Participate in the transition of projects from implementation to support.
- Ability to work with various teams in the organization to ensure delivery of projects on time.
- Manage Linux and Windows Server 2008/2012 administration.
- Work collaboratively with other members of the engineering team to escalate support issues as needed.



- Participate in document share and fix the issues that may occur.

Requirements

- Must have a bachelor's degree, preferably in Computer Science.
- Excellent communication, organization, and attention to details are necessary.
- Strong technical competence, with the interest and aptitude to learn complex IT systems deployed primarily within the healthcare domain is required.
- Must have a least 2 or more years of experience supporting Intersystem Caché, Ensemble, and/or HealthShare; alternatively, having 2 or more years supporting a similar platform, such as Mirth, Orion, or Corepoint will be considered.
- Healthcare experience in clinical setup is preferred.
- Expert in Windows and Red Hat Linux OS.
- Must be motivated, enthusiastic, and pro-active with an excellent 'can-do' attitude.
- Strong technical understanding of IT infrastructure, architecture, design, and operations.
- Exceptional ability to collaborate comfortably and effectively work with senior managers and other key leaders, including peers, in making technology decisions.
- Excellent ability to multitask and prioritize tasks on multiple fronts.
- Strong oral, written, and communications skills.
- Experience in a Healthcare Payer/Provider environment is preferred.
- Positive attitude is necessary in addition to willingness to take initiative and responsibility for specific deliverables.

Application:

- Interested individuals please email your resume and cover letter to careers@healthix.org. Please ensure to include "Application Engineer" in the subject line.