



DIGESTIVE DISEASE ASSOCIATES

SPECIALIZING IN DIAGNOSING AND TREATING GASTROINTESTINAL, BILIARY AND LIVER CONDITIONS

GENERAL DESCRIPTION OF COMPANY AND POSITION

Digestive Disease Associates offers a full range of specialized medical services which focus on all aspects of gastrointestinal (stomach and intestines) and hepatology (liver-related) disorders. Serving patients throughout Maryland, Pennsylvania, Virginia and Washington, D.C., have benefited from the patient-centered care delivered by our 15 gastroenterologists and hospitalist.

Treatment is provided in one of our two state-of-the-art endoscopy and infusion centers located in Columbia and Catonsville, Maryland. Working in a team environment focused on patient care, our mission is to ensure every patient receives a superior experience. For more information, please visit our website at www.ddamd.com

We are seeking a professional full-time **IT Technician** for our offices in Catonsville and Columbia, MD.

QUALIFICATIONS AND RESPONSIBILITIES

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

- IT help desk experience
- Maintain proper timelines of resolution for any IT issue reported
- Perform setup/training for new users of the phone system and any changes made to extensions within the system
- Maintain Active Directory and Group Policies related to appropriate security groups. Maintains an up-to-date document of server sites and server roles, including reboot schedules and ongoing maintenance
- Main point of contact for any vendor in relation to gGastro, VitalAxis, faxing, telephone lines, IT (network/infrastructure), printers, and interfaces related to EHR products
- This position demands strict confidentiality of company and patient information
- Exceptional customer service and people skills
- Requires great attention to detail
- Help support all managers with workflow changes, implementations, and any requests and all documentation of processes in accordance



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- Ongoing maintenance and support for the Electronic Health Record (gGastro) including the clinical, practice management and all interfaces related to the EHR
- Work effectively with site/department supervisors, the COO, and key staff in providing input which facilitates the effective management and sustained productivity of the EMR system

EDUCATION & EXPERIENCE

- Minimum of 2 years IT Technician experience
- Experience with gGastro, Centricity, or Epic a plus
- Prefer an AA or BS in Computer Science (or work equivalent)
- Strong communication skills
- Ability to work in a fast-paced environment

LOCATION, HOURS AND SALARY

- FT position available in Catonsville, MD with occasional travel to Columbia, MD
- Clinic hours are M-F vary from 7:30a-5:00p
- Salary commensurate with experience
- Full-Time W-2 position with full benefits