

# VigiLanz®

**Title:** Clinical Applications Analyst

**Department:** Clinical

## **PURPOSE OF JOB**

The Clinical Applications Analyst supports the VigiLanz Clinical team by assisting with basic product implementation, product testing, validation, and software application maintenance. The Clinical Applications Analyst is charged with ensuring the services that he/she provides contribute to the successful accomplishment of the primary missions of the Clinical department; to provide excellent client support via excellence in validation, products and support. The Clinical Applications Analyst possesses sufficient technical expertise and clinical understanding to support their assigned VigiLanz module, and may be called upon to support other modules. As a valued member of the clinical team, they will use their time management skills and problem solving abilities to deliver valuable timely solutions. He/she will also participate at times with validation and testing of new product development.

The Clinical Applications Analyst has excellent understanding of day to day hospital operations and improvement initiatives. They are located in the Chicago area and are able to travel domestically on occasion.

## **MAJOR DUTIES AND RESPONSIBILITIES**

- Provide timely, accurate and well documented support to VigiLanz clinicians
- Assist with clinical validation of workflow prior to client training
- Provide ongoing clinical dictionary maintenance
- Travel to client sites to provide assistance to clinical trainers
- Set-up client sites in accordance with VigiLanz implementation protocols
- Promptly notify required team members when serious issues are identified
- Test and validate new development features and functions

## **EDUCATION/EXPERIENCE REQUIREMENTS:**

- Associates degree or equivalent healthcare work experience
- Three years of hospital experience in a pharmacy, lab, infection prevention, or patient care setting
- Experience with electronic medical records platforms such as Epic, Cerner, Meditech

## **BONUS:**

Licensure, and/or Certification: Certified Pharmacy technician, laboratory technician or other healthcare licensure/certification to support the role

## **OTHER QUALIFICATIONS:**

- Possesses excellent interpersonal skills and the ability to work well with multiple diverse teams and skill sets
- Possesses excellent time management and independent work skills
- Must communicate clearly and effectively both verbally and in writing. Communication with clients is supportive, timely and geared towards maintaining a positive VigiLanz image
- Strong computer literacy and analytical skills
- Ability to collaborate effectively with individuals from diverse settings, with a solution-oriented approach
- Able to travel domestically on occasion when needed
- Ability to actively participate in an environment that encourages information sharing, team based resolutions, cross-training and process improvement