

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title:** Temp COVID-19 Support Specialist (Health Department)  
**Department:** Health Department  
**Revised:** September 2021

**Class :** Professional  
**FLSA:** Non-exempt

*This job description supersedes any prior description for the Temp COVID-19 Support Specialist (Health Department) classification.*

**GENERAL DESCRIPTION**

Technical, analytical, and administrative work involving the system administration for the Health Department; this position serves as the Health Department liaison with the County Information Technology Department. The position will work with all Divisions of the Health Department including Dental, WIC, Health Education, Environmental Health. This position is responsible for administration of the Patagonia and other DHHS systems, producing specialized reports as requested, provides input into changes and enhancements, and interfaces with IT to trouble-shoot problems with the system and to implement changes serving as a subject matter expert. While work is performed with a degree of independence, general supervision is provided by the Health Director, who reviews work through analysis of reports submitted and through periodic conferences.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Serves as a liaison with the IT department, as well as the Patagonia's support personnel, to meet the departments' use of technology systems and resources. Assists Health Department personnel, the IT Department personnel, and Patagonia and DHHS support personnel to implement new or amended programs.

Coordinates with the Health Department personnel to identify and define user information technology needs; evaluates new applications or changing applications from the user perspective; tests new applications or enhancements, develops documentation and trains department personnel in the use of new or changing applications systems.

Interfaces with IT, DHHS, and Patagonia support personnel to troubleshoot system incidents; analyzes problems and provides input to regarding the best course of action.

Acts as a HIPAA Security Officer for the Health Department and acquires for departmental employees the access roles needed for their job. Audits user access to information systems to ensure staff has appropriate authorization in accordance with the prescribed user roles/permissions.-(not needed - "proper authorization" covers account deactivation and/or requests to IT when a staff member is no longer employed)

Defines and completes system reporting needs to carryout Health Department operations; attends meetings with department's users to discuss goals, future needs, and any problems. Work as needed for imports and exports of electronic data to other departments, print provider and outside state agencies.

Performs data entry for all of Health Department divisions, monitors and maintains data for accuracy.

**Job Title:** Temp COVID-19 Support Specialist (Health Department).  
**Page:** 2

**OTHER JOB FUNCTIONS**

Assists IT, DHHS and Patagonia Support personnel with installation of hardware and software as needed.

Attends seminars to remain current Patagonia and DHHS changes and enhancements.

Performs other duties as required.

*Management reserves the right to add or amend duties at any time.*

**KNOWLEDGE, SKILLS, AND ABILITIES**

Ability to analyze data and situations, reason logically, and draw valid conclusions.

Ability to write clear and concise instructions.

Ability to communicate effectively, orally and in writing.

Ability to establish and maintain effective working relationships with officials, department directors, key employees in other departments, and fellow employees.

**PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs. or less. Work may include extended periods of time reviewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle.

**EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

**MINIMUM EXPERIENCE AND TRAINING**

Bachelor's Degree from an accredited college or university in Information Technology, Business Administration, or a closely related field and one year of experience supporting a department's technical needs; or an equivalent combination of training and experience.

**This job description does not create an employment contract,  
implied or otherwise.**