



JOB OPPORTUNITY

Fresno American Indian Health Project seeks a qualified, committed, and experienced person for the following position:

HEALTH INFORMATION TECHNOLOGY SPECIALIST

Title: Health Information Technology Specialist

Department: Operations

Supervised by: Health Information Technology (HIT) Manager

Supervises: No

Travel Required: >5%

Salary Range: \$25.00 - \$33.00 an hour

Type: Full-time, Non-exempt

Position Summary:

The Health Information Technology Specialist supports the healthcare and social services programs at Fresno American Indian Health Project (FAIHP). This non-exempt, full-time information technology position is responsible for creating effective methodologies for the collection and coordination of data within the different FAIHP patient management systems and population management systems (e.g., NextGen). Works with management to ensure the security of data and accessibility of data to FAIHP personnel and help support staff training. Responsible for providing management of data, software support, and training for employees, upper management, and other personnel. Assists in creating reports for system improvement and required regulatory reports as needed. Under the direction of the HIT Manager, the Health Information Technology Specialist ensures software is performing at an optimum level to allow for the effective delivery of health services.

ESSENTIAL DUTIES

- Supports the overall success of FAIHP programs by collaborating with Program Directors to establish and monitor goals related to patient/client needs, including reporting on quality measures, performance indicators, and applicable requirements such as HEDIS measures, GPRA, and grant reporting requirements.
- Supports the development, implementation, and adherence to Health Information Technology (HIT) policies, procedures, and established organizational standards.
- Provides support and assistance with financial, operational, and programmatic reporting, including no-show reports, case management related to direct-pay services, referrals, and other reports assigned.
- Provides staff support, training, and technical assistance related to internal software applications, including NextGen, Phreesia, and other organizational systems.
- Supports the oversight and coordination of patient/client registration processes, data collection activities, scheduling functions, and related reporting to promote accurate and timely information.
- Generates and distributes daily, weekly, monthly, and quarterly operational reports as needed. Reports may include open encounters, no-shows, referrals, patient/client activity, performance data, and other ad hoc reports.
- Collaborate with Staff, Coordinators, managers, and Program Directors to review, monitor, and address encounter information, performance data, and other operational reporting needs.
- Serves as a primary point of contact for questions and concerns related to the practice management system, electronic health record (EHR), population health/population management systems, and other reporting or data-related issues.
- Identifies system or software issues and submits, tracks, and follows up on support tickets with NextGen and other applicable software vendors to facilitate timely resolution.
- Assists with the implementation, testing, training, and/or upgrading of electronic health record (EHR), practice management, computer software, and other organizational technology systems as needed.
- Maintains appropriate documentation and follows established procedures to support data accuracy, system functionality, regulatory compliance, and efficient departmental operations.
- Performs other related duties and responsibilities as assigned to support the operational needs and goals of FAIHP.

MINIMUM REQUIREMENTS

EDUCATION:

- High School Diploma or GED with certification.

Internal Posting Date: 10/07/2026

Closing Date: Until Filled



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- Associate's or bachelor's degree in Computer Science, Computer Information Systems, or related field preferred.

EXPERIENCE:

- Minimum of two (2) years of electronic health records experience. NextGen experience.
- Experience working with Native American communities preferred.

LICENSE/CERTIFICATIONS:

- Registered Health Information Technology (RHIT) certification or Data Management Certification or SQL Admin certification preferred.
- Active CA driver's license

SKILLS:

- Intermediate to expert level with MS Office (Access, Word, Excel, PowerPoint).
- Familiarity of SQL and other database tools.
- Knowledge of healthcare regulations and medical terminology.
- Excellent diagnostic and problem-solving skills.
- Familiarity with GPRA, UDS, OSHPD, and chronic health measure reporting preferred.
- Excellent communication ability and demonstrates verbal and written communication skills.
- Outstanding organizational and time-management skills.
- Familiarity with population health software.
- Knowledge and experience with administrative and accounting processes.
- Strong presentation and organizational skills.
- Understanding of medical coding including CPT, HCPC, and ICD10.

A clear background check, drug screen, COVID-19 vaccinations, and negative TB screen are necessary for employment.

Interested Applicants Please Email Resume AND Application to jobs@faihp.org