



## Position Description

### **Title: Senior Interoperability Engineer**

**Reports to:** eHealth Exchange Director, Program Integration

**FLSA Status:** Exempt, Full Time

**Supervisory Responsibility:** None

**Location:** All applicants must reside within the U.S.

### **POSITION SUMMARY:**

The Senior Interoperability Engineer serves as a senior technical subject matter expert with responsibility for helping to drive the success of the eHealth Exchange health information network and shape future direction, through technical expertise, process improvement, project management, and customer support.

This integral role involves a great deal of independent responsibility, providing technical expertise to health IT customers from across the nation who are looking to improve how their organizations' exchange patient data with other trusted organizations.

As a senior interoperability Subject Matter Expert (SME), the role involves translating and explaining complex technical information for prominent organizations across the healthcare spectrum including providers, payers, Health IT vendors and service providers, health information exchange organizations (HIEs), and federal agencies, focusing on how eHealth Exchange solutions solve specific challenges. The Senior Interoperability Engineer will also direct and support the development, improvement, and documentation of operational processes these organizations follow in the course of their participation in interoperable exchange.

This position requires a blend of health data exchange architecture and software development skills, project management, and strong analytical and communication skills.

This is a remote position, with limited travel required to attend in-person meetings, industry conferences, etc.

### What is the eHealth Exchange?

eHealth Exchange is a nationwide health data sharing network, which enables the secure sharing of health information among public and private participants, including federal agencies, health systems, healthcare provider organizations, regional and state health data sharing networks, public health, and others in support of better care for individuals and populations.

## **ESSENTIAL FUNCTIONS:**

- Assist with support and maintenance of the eHealth Exchange Proof of Concept environment. This includes custom configuration and software development in support of existing or new use cases.
- Provide technical leadership and governance for custom software version control and build management.
- Provide operational support and troubleshooting for Hub environments (SOAP and FHIR).
- Assist with customer onboarding, including testing customers' ability to initiate and respond to other eHealth Exchange customers.
- Analyze message data format issues and any interface failures between systems, and work with both customers and the internal operational support team to resolve.
- Lead technical working sessions including customers, operations staff, service desk, networking, subcontractors, and other technical disciplines.
- Develop, document, and refine operational processes, user manuals, system documentation and training materials.
- Assist and oftentimes lead QA efforts related to operational changes.
- Represent the eHealth Exchange at industry-related events, such as HL7, IHE, and CMS Connectathons. Lead active participation in tracks of interest, leveraging the Hub Proof of Concept environment as an intermediary or trusted third party actor.
- Lead special projects as required.
- Participate in a Tier 2 technical on-call rotation.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Working knowledge of the health information technology (HIT) industry.
- Understanding of healthcare workflow, data connectivity, interoperability principles & standards, and related communication protocols.
- Ability to create requirement, workflow and UML-based diagrams and documentation.
- Ability to develop custom software to meet the needs of proof-of-concept use cases and other special projects.
- Organizational, business communication and customer relationship management skills.
- Ability to multi-task in rapidly evolving environment, in condensed timeframes.
- Excellent attention to detail.
- Excellent technical and analytical skills and the ability to understand the eHealth Exchanges services and associated processes.
- Ability to identify and develop plans to mitigate issues from escalating and to identify creative solutions to avoid impeding implementation efforts.
- Ability to identify and effectively advocate for process improvements and needed new processes.
- Ability to plan and collaborate with customers through the implementation process, while keeping efforts on track with milestones.

## **EDUCATION, TRAINING AND EXPERIENCE:**

- Bachelor's Degree in Computer Science, Engineering, or a related technical discipline; or the equivalent combination of education, technical training, and/or work experience. Masters preferred.
- 8+ years of EHR / HIE technology & implementation experience, with working knowledge of Health IT standards (HL7 v2/v3, FHIR, CDA, OAuth, UDAP, etc.). Experience with cross-community IHE profiles is also highly desirable (e.g., ITI-55 (XCPD), ITI-38 (XCA Query), ITI-39 (XCA Retrieve)).
- 3+ years of relevant experience with InterSystems products.
- IRIS / IRIS for Health / HealthShare development experience is strongly desired. Other comparable programming language or scripting experience may be substituted, with expectation that candidate will develop necessary skills to code within the InterSystems framework.
- Project management experience; preferably in Health IT. Working knowledge and experience with Agile project management and software development process is desirable.
- Moderate proficiency in MS Word, Excel, and PowerPoint.

## **PHYSICAL AND MENTAL REQUIREMENTS:**

- Ability to work on a computer for extended periods of time to include typing and working on a computer monitor.
- Ability to stand or sit for extended periods of time.
- Extended working hours and limited overnight travel (4 trips annually) may be necessary.
- Occasional lifting of 15 to 20 lbs.

Interested individuals should forward Resume and Cover Letter to [HR@sequoiaproject.org](mailto:HR@sequoiaproject.org)