Position Title: Implementation Engineer - HICDP  
FLSA Status:  
Department Name: Operations Team  
Supervisor's Title: Director of Professional Services

Primary Purpose and Function:  
The Implementation Engineer - HICDP is responsible for learning the skills and tools necessary to complete the technical planning, configuration and implementation of on premise Extension Healthcare solutions. This position will include a wide range of responsibilities working with several systems that the Extension Healthcare product suite integrates with. The Implementation Engineer - HICDP will participate in a variety of training exercises over a 6 month period to learn how to architect a technical solution that will work successfully within the customer’s environment.

Essential Functions and Responsibilities:
- Attend all training sessions both at company headquarters and in the field.
- Contribute where applicable to existing implementation opportunities led by Implementation Engineers.
- Assist the project team to plan, configure, implement and install solutions. The implementation process includes assessing the customer’s environment, supporting the design of communications workflow, configuring the Extension Healthcare database components, performing end-to-end system testing, integrating with external systems (such as nurse call systems and call managers), and training the customers system’s administrator.
- Troubleshoot customer environments, including researching call manager configuration and compatibility issues, and optimize the performance of the Extension Healthcare system
- In conjunction with the project team, collaborate with clinical leads to assist in the collection of workflow requirements and configure a database to meet clinical and technical requirements
- Answer technical questions regarding product functionality.
- Assist with other projects which are considered a part of your training curriculum as assigned.
- Contribute to best practices and deployment guidelines.

Key Contacts/Relationships:
- Internal:
  - Technical Support – provide deployment hand off information to Tech Support for deployed customers.
  - Implementation Team Project Managers and Implementation Specialists – Participate in project meetings and to assist with driving toward success of projects. Act as the technical subject expert for projects.
  - Sales – interact with sales regarding understanding customer deployment needs and keeping the sales staff up-to-date on projects that are in progress.
- External:
  - Customer technical leads – work with technical leads of customer sites to drive projects to clinical adoption and satisfaction.
  - Customer end users – train end users to optimally utilize EXTENSION HEALTHCARE integrated solutions and to adopt into clinical workflow.
  - Customer technical support staff – train customer stakeholders responsible for the EXTENSION HEALTHCARE solution how to administer and maintain the system.
Project vendors – collaborate with 3rd party vendors involved with projects to meet customer desired design which optimally contributes to patient care. Ensure a solution in sync with input and output systems.

Knowledge, Skills and Experience Needed for the Job:
- Strong technical skills including application development and/or systems administration
- The ability to take initiative and work independently is essential
- A bachelor's or master's degree in a relevant program
- Strong analytical skills
- Strong interpersonal skills; ability to influence other without formal authority
- Excellent written and verbal communication

Physical Demands: Up to 50% travel.

Company Policy/Procedure Compliance:
This relates to the confidentiality of patient identifiable electronic health information that may be viewed by the employee in discharging their responsibilities. (The company will likely sign Business Associate agreements with customers stipulating conditions.) Also falling under this is the necessity of the employee to follow documented policy, procedures and work instructions as they relate to the job.

Job Context and Other Relevant Information:
This is context relative to job functions that occur before or after this job in the process of designing, manufacturing, installing, servicing, etc. the finished product. Also included is any relevant information about how performance of the job may impact patient safety and the efficacy of the finished product.

Acknowledgement:

Signatures:

Prepared by:

Approved by:
**Position Title:** Software Engineer Level II - Platform  
**FLSA Status:**  
**Department Name:** Technical Team  
**Supervisor's Title:** Director of Software Development  

**Primary Purpose and Function:**  
Extension Engage notifies clinicians of events in real-time allowing rapid assessment and responses. At the core of the Extension Engage platform is a framework for the real-time processing of events from a myriad of input adaptors and rules engine to determine when a relevant event should be sent to an output adaptors. You will be part of the team developing responsible for the design, implementation and unit testing of core platform functions that consist of a JRuby engine, Java OSGi bundles that provide platform APIs and a framework for integration adaptors all running in a Java EE application server on a Linux appliance.

**Essential Functions and Responsibilities:**  
- Implement and enhance quality software components for the Extension platform  
- Increase the quality of software, improve the usability and reduce the time to deliver Extension software  
- Assist in development planning  
- **Specific Responsibilities of the Job**

**Implement and enhance quality software components for the Extension platform**  
- Works as a team member  
- Participates in cross-functional teams with the architecture team to create great platform designs  
- Creates and maintains platform design working with the platform team lead and product requirements  
- Participates in software design reviews  
- Documents software design  
- Develops platform components based on design

**Increase the quality of software, improve the usability and reduce the time to deliver Extension software**  
- Follows established design and coding guidelines  
- Follows release management policies, procedures and work instructions  
- Creates supporting unit and functional tests for developed software  
- Conducts design and code peer reviews to ensure they meet Extension standards  
- Assists in creating or improving guidelines and best practices for software development  
- Assists in troubleshooting production issues when required  
- Provide software expertise to assist in product development and planning

**Assist in development planning**  
- Works with the team lead in breaking down user stories into design tasks appropriate for implementation during a sprint  
- Participates in sprint planning meetings, assessing the level of effort of tasks with the team and accepting responsibility for completing the tasks they accept

**Key Contacts/Relationships:**  
The Software Engineer Level II - Platform works with the Lead Apps Engineer to assist planning activities in sprints and participates in cross-functional teams groups as part of the product design process. The Software Engineer Level II - Platform works under the direction of the Lead Platform Engineer to create designs from stories. The Software Engineer Level II - Platform works with the Lead Platform Engineer to assists in troubleshooting production issues when required.

**Knowledge, Skills and Experience Needed for the Job:**  
The following are essential responsibilities that the job holder must be able to perform satisfactorily to do the job successfully. Note that these requirements are representative, but not all-inclusive, of the knowledge, skill, and ability required to perform this job.  
- Knowledge and experience in Ruby, Java and Java EE development  
- Experience in Linux and Postgres helpful  
- Experience in software design, documenting software design, programming and automated unit testing  
- Demonstrated ability to work in a team based development environment  
- Demonstrated ability to design and develop production quality software solutions
• Demonstrated ability to thoroughly unit and functionally test software
• Experience with jQuery, JavaScript, HTML, CSS helpful, OSGi, Database optimization, Apache, JRuby, Angular

Education and Experience
Bachelor's degree in Software Engineering, Computer Science or related field
Years of experience: 1-4

Physical Demands:
The work environment is typical office environment. The position also requires working a lab and handling computer hardware and network equipment. Hours are flexible; however, production engineering will occasionally need software engineering assistance in handling customer issues outside standard business hours.

Company Policy/Procedure Compliance:
The Software Engineer may come into contact with data sources that contain confidential patient identifiable electronic health information. This would occur when given data by operations to analyze as input for design or during the support of troubleshooting customer issues in conjunction with the Production Engineer. The employee is required to follow documented Quality Systems Manual policy, procedures and work instructions and other company policy, procedures and work instructions as they relate to the job. This includes policies, procedures and work instructions designed to protect confidential patient identifiable electronic health information.

Job Context and Other Relevant Information:
The Software Engineer uses requirements and risk management plans to create detailed design and software and is responsible for unit and functional testing software before releasing their work to the Production Engineer to prepare for verification by quality assurance. Although verification and validation activities outside the scope of this position are in place to manage risk for software, requirements and risk management plans must be correctly considered and included detailed design, implementation, unit testing and functional testing to assist in reducing the overall chance of a latent defect that may impact patient safety or the efficacy of the finished product.
Position Title: Software Engineer Level II - Apps
FLSA Status: 
Department Name: Technical Team
Supervisor's Title: Director of Software Development

Primary Purpose and Function:
Extension Engage notifies clinicians of events in real-time allowing rapid assessment and responses. Extension's innovative apps on iOS, Android and Windows provide clinicians with a seamless experience receiving notifications, finding critical related information and messaging other clinicians. You will work as part of the team developing responsible for the design, implementation and unit testing of the apps Extension Engage platform with an initial focus on the Engage desktop application.

Essential Functions and Responsibilities:
- Implement and enhance quality Extension apps
- Increase the quality of software, improve the usability and reduce the time to deliver Extension software
- Assist in development planning

Specific Responsibilities of the Job
The following are details of the job expectations and products for each major area of responsibility:
Implement and enhance quality Extension apps
- Works as a team member
- Participates in cross-functional teams to create great app designs with a focus on the Qt Windows Desktop Client
- Creates and maintains app design based on product requirements
- Participates in software design reviews
- Documents software design
- Develops apps based on design

Increase the quality of software, improve the usability and reduce the time to deliver Extension software
- Follows established design and coding guidelines
- Follows release management policies, procedures and work instructions
- Creates supporting unit and functional tests for developed software
- Conducts design and code peer reviews to ensure they meet Extension standards
- Assists in creating or improving guidelines and best practices for software development
- Assists in troubleshooting production issues when required
- Provide software expertise to assist in product development and planning

Assist in development planning
- Works with the team lead in breaking down user stories into design tasks appropriate for implementation during a sprint
- Participates in sprint planning meetings, assessing the level of effort of tasks with the team and accepting responsibility for completing the tasks they accept

Key Contacts/Relationships:
The Software Engineer Level II - Apps works with the Lead Apps Engineer to assist planning activities in sprints and participates in cross-functional teams groups as part of the product design process. The Software Engineer Level II - Apps works under the direction of the Lead Apps Engineer to create designs from stories. The Software Engineer Level II - Apps works with the Lead Apps Engineer to assists in troubleshooting production issues when required.
Knowledge, Skills and Experience Needed for the Job:
The following are essential responsibilities that the job holder must be able to perform satisfactorily to do the job successfully. Note that these requirements are representative, but not all-inclusive, of the knowledge, skill, and ability required to perform this job.

- Demonstrated ability to work in a team based development environment
- In-depth knowledge of Qt development a major plus
- Windows desktop client development in Qt, C++ or C# required
- Experience with iOS and Android app development a plus
- Experience with Client Server development
- Experience in Linux useful
- Excellent skills in software design, documenting software design, programming and automated unit testing
- Demonstrated ability to thoroughly unit and functionally test software
- Experience with some of the following: JavaScript, JQuery, Angular, HTML, CSS, Postgres, OSGi, JRuby, Java and Java EE development

Education and Experience:
Bachelor's degree in Software Engineering, Computer Science or related field
Years of experience: 1-4

Physical Demands:
The work environment is typical office environment. The position also requires working a lab and handling computer hardware and network equipment. Hours are flexible; however, production engineering will occasionally need software engineering assistance in handling customer issues outside standard business hours.

Company Policy/Procedure Compliance:
The Software Engineer may come into contact with data sources that contain confidential patient identifiable electronic health information. This would occur when given data by operations to analyze as input for design or during the support of troubleshooting customer issues in conjunction with the Production Engineer. The employee is required to follow documented Quality Systems Manual policy, procedures and work instructions and other company policy, procedures and work instructions as they relate to the job. This includes policies, procedures and work instructions designed to protect confidential patient identifiable electronic health information.

Job Context and Other Relevant Information:
The Software Engineer uses requirements and risk management plans to create detailed design and software and is responsible for unit and functional testing software before releasing their work to the Production Engineer to prepare for verification by quality assurance. Although verification and validation activities outside the scope of this position are in place to manage risk for software, requirements and risk management plans must be correctly considered and included detailed design, implementation, unit testing and functional testing to assist in reducing the overall chance of a latent defect that may impact patient safety or the efficacy of the finished product.
Position Title: Software Engineer - Level I
FLSA Status:
Department Name: Technical Team
Supervisor's Title: Manager of Adaptor Development

Primary Purpose and Function:
Extension Healthcare Software Engineers are responsible for the detailed design, implementation, unit tests and functional tests for Extension Healthcare products. This position will focus on the development of adaptors for the Extension Engage platform using Java EE, OSGi and the Extension Engage adaptor framework for integrating external interfaces into the Extension Engage platform in an exciting fast-paced healthcare focused environment. Adaptors allow the Extension Engage platform to integrate with smartphones, enterprise VOIP phone systems, HIS, REST and SOAP based systems, patient monitors, nurse call systems and a myriad of other systems to collect data and react to events. This position will additionally assist with the implementation and documentation of Extension solutions (configurations). The actual seniority level (I, II, or III) will be assigned based on the candidate’s capabilities.

Essential Functions and Responsibilities:
- Implement and enhance quality software components for the Extension Healthcare products identified for development
- Increase the quality of software, improve the usability and reduce the time to deliver Extension Healthcare software
- Assist in the creation of a body of knowledge for Extension Healthcare software development
- Review work done by others to ensure it meets Extension Healthcare standards
- Provide software expertise to assist in product development and planning
- Increase the quality of solutions, improve the usability and reduce the time to deliver an Extension Engage solution
- Assist in the creation of a body of knowledge for solutions and solution best practices
- Improve customer experience by improving usability and providing guidance to avoid performance problems in implementations
- Provide solutions expertise to assist in product development and planning

Specific Responsibilities of the Job
The following are details of the job expectations and products for each major area of responsibility:

Create Product Software
- Participates in sprint planning, providing development estimates and breaking down user stories into design
- Participates in cross-functional working groups to assist in product definition and design
- Creates and maintains software design based on product requirements
- Participates in software design reviews
- Documents software design
- Develops software based on design

Create Standard Solutions
- Creates and maintains Extension Engage solution designs based on product requirements and risk analysis outputs
- Conducts solution design reviews with product development, engineering members, operations members and other appropriate staff
- Implements solutions based on design
- Performs solution unit testing

Improve Product Quality
- Follows established design and coding guidelines
- Follows release management policies, procedures and work instructions
Creates supporting unit and functional tests for developed software
Conducts design and code peer reviews
Participates in peer reviews
Participates in cross-functional workgroup product reviews
Assists in creating or improving guidelines and best practices for software development
Assists in creating or improving guidelines and best practices for solution development
Assists in troubleshooting production issues when required
Provides documentation, demonstrations and/or answers questions from staff related to developing solutions

Key Contacts/Relationships:
The Software Engineer works with the Program Manager and Manager of Adapter Development to plan activities in sprints and participates in cross-functional working groups as part of the product design process. The Software Engineer works with requirements and product definitions from product development to create designs. The Software Engineer works with the Production Engineer to provide detailed product knowledge and assists in troubleshoot production issues when required.

Knowledge, Skills and Experience Needed for the Job:
The following are essential responsibilities that the job holder must be able to perform satisfactorily to do the job successfully. Note that these requirements are representative, but not all-inclusive, of the knowledge, skill, and ability required to perform this job.

- Experience in Java EE development
- Above average skills in software design and documenting software design
- Ability to work in a team based development environment
- General knowledge of databases and messaging protocols
- Experience with some of the following: Java Message Service, OSGi, JavaScript, HTML, CSS, Ruby, Postgres, HL7, TAP protocols, HIS, automated unit testing

Education and Experience
Bachelor's degree in Software Engineering, Computer Science or related field

Physical Demands:
The work environment is typical office environment. The position also requires working a lab and handling computer hardware and network equipment. Hours are flexible; however, production engineering will occasionally need software engineering assistance in handling customer issues outside standard business hours.

Company Policy/Procedure Compliance:
The Software Engineer may come into contact with data sources that contain confidential patient identifiable electronic health information. This would occur when given data by operations to analyze as input for design or during the support of troubleshooting customer issues in conjunction with the Production Engineer. The employee is required to follow documented Quality Systems Manual policy, procedures and work instructions and other company policy, procedures and work instructions as they relate to the job. This includes policies, procedures and work instructions designed to protect confidential patient identifiable electronic health information.

Job Context and Other Relevant Information:
The Software Engineer uses requirements and risk management plans to create detailed design and software and is responsible for unit and functional testing software before releasing their work to the Production Engineer to prepare for verification by quality assurance. Although verification and validation activities outside the scope of this position are in place to manage risk for software, requirements and risk management plans must be correctly considered and included detailed design, implementation, unit testing and functional testing to assist in reducing the overall chance of a latent defect that may impact patient safety or the efficacy of the finished product.
Position Title: Instructional Support Analyst

FLSA Status:

Department Name: Operations

Supervisor’s Title: Learning and Organizational Development Director

Primary Purpose and Function:
The Instructional Support Analyst reports to the Learning and Organizational Development Director and will be responsible for the development of interactive and engaging online learning modules created from storyboards using web-based authoring tools such as Captivate, Camtasia, Articulate, Lectora, Flash, Storyline etc., incorporating sound, video and graphics in the finished product, as well as performing face to face and/or virtual facilitation of technical material.

Essential Functions and Responsibilities:
This individual is responsible for:

- Serving as a primary facilitator for necessary technical training.
- Serving as a primary technical support provider to all department guest speakers with emphasis on instructional design, best practices for using the LMS.
- Providing expert advice to department guest speakers on effective and efficient teaching practices using technology.
- Partnering with department leaders to ensure the flawless execution of face to face and online training. Serve as a thought leader for learning throughout the enterprise.
- Research and identify new trends in online learning design and practice. Make recommendations to learning management to enhance and grow online learning program.

Key Contacts/Relationships:
The Instructional Support Analyst must have experience developing and delivering technical training to an audience with varying levels of technical understanding, as the Instructional Support Analyst will also be responsible for facilitation of the synchronous training, both face-to-face and virtual, for software release update training and software implementation technical training for the Extension Healthcare Informatics Career Development Program for Implementation Engineers.

- Experience in consulting with subject matter experts
- Understanding of Learning Management Systems (LMS)
- Development of knowledge based learning programs using ADDIE method
- Experienced facilitating technological content requiring configuration

Knowledge, Skills and Experience Needed for the Job:
Conducts needs and job-task analyses and uses findings to develop targeted learning strategies/solutions which meet defined needs of audience. Writes clear, compelling, and accurate materials, using subject matter experts for assistance to ensure realism and relevance to job performance.

The Instructional Support Analyst must be able to think strategically and build the technical foundation for a successful program.
• Requires Bachelor’s Degree (Advanced degree preferred) in an educational or instructional technology or a computer related field and three years of relevant work experience in a software environment; or an equivalent combination of education and experience.
• Certification(s) in one or more authoring tools is preferred.
• Project Management experience preferred.

Physical Demands:
The work environment is typical office environment. The position requires meeting with various subject matter experts and working in a classroom training associates.

Company Policy/Procedure Compliance:
The Instructional Support Analyst may come into contact with data sources that contain confidential, patient-identifiable electronic health information; for example, this could occur when given data by Subject matter experts to utilize as input for instructional design. The employee is required to follow documented Quality Systems Manual policy, procedures and work instructions and other company policy, procedures and work instructions as they relate to the job including policies, procedures and work instructions designed to protect confidential patient-identifiable electronic health information.

Job Context and Other Relevant Information:
The Instructional Support Analyst will develop and deliver technical training, and will also be responsible for facilitation technical training inclusive of software release updates to various internal associates and software implementation technical training for Implementation Engineers.

Acknowledgement:

Signatures:

Prepared by:

Approved by: