Wake Forest®
Baptist Medical Center

FLSA Status: Exempt
Original Date: June 2014
Last Revision: January 24, 2020

JOB SUMMARY: Under general supervision, this position supports the Blood Bank/BMT operations and extended operations within the Medical Center that relates to the Blood Bank Laboratory Information System (BBLIS) and to the WFBH related entities that connect and interact with the operations of the BBLIS. Provides functions as an informatics liaison with management in the planning, development, implementation, management, education and support of the BBLIS. Utilizes knowledge and skills of blood bank practice to plan and develop clinical & technical functions that are suitable for computer applications to ensure they are consistent with professional standards of clinical practice and meet all regulatory and accreditation requirements. This position supports the Quality Management Program of both the Blood Bank and BMT departments. The position will assure that the departments meet their Quality Management Plans for regulatory and accreditation compliance and the cGMP regulations.

EDUCATION/EXPERIENCE: Bachelor's Degree in Medical Technology or a chemical, physical or biological science from an accredited university and meets other technologist qualifications as specified by education/transcript/experience under CLIA 493.1491.

• Experience: Minimum of five years of relevant laboratory experience.

REPORTS TO: Blood Bank Manager

LICENSURE, CERTIFICATION, and/or REGISTRATION: Technologist/Scientist/ Specialist Certification from ASCP or equivalent required.

All individuals certified ASCP beginning January 1, 2004 must participate and maintain ASCP Board of Certification (BOC) through the Certification Maintenance Program (CMP). All individuals who are certified AMT beginning January 1, 2006 must participate and maintain AMT Certification Continuation Program (CCP).

• Additional Skills Required: Must meet qualifications as a General Supervisor and Technical Supervisor under CLIA 88 guidelines. Baccalaureate degree from an accredited college or university in a chemical, physical, or biological science or equivalent.

• Additional Skills Preferred: Specialist certifications from accreditation agencies.
Successful completion of a NAACLS approved Medical Technology program preferred..

ESSENTIAL FUNCTIONS: *(Please list 10-12 accountabilities with no bullet points)*
1. Designs, develops, and implements complex computer systems to meet the Blood Bank organizational goals. This includes: Interacting with users to understand their needs, coding highly complex computer programs to meet customer needs, documenting code to ensure ease of maintainability, developing code adhering to hospital standards and procedures, maintaining/documenting appropriate versions of programs to ensure maintainability of code, maintaining working knowledge of programming languages, development tools and database tools to ensure efficient development, and ensuring BBLIS compliance with Medical Center IT policies and regulatory agency standards.

This job description is an overall statement of responsibilities of this position. The incumbent may be requested to perform other related duties other than those described herein.

2. Performs unit testing and participates in integrated testing as required.

3. Performs change management functions as required. This includes: Communicating in an accurate, clear, and timely manner via change management procedures, migrating/installing code to production, preparing and distributing necessary documentation, answering questions and/or resolving problems are required, and ensuring necessary post-implementation modification are made.

4. Supports production systems to ensure that they run error-free and efficiently This includes: handling on-call situations appropriately and in a timely manner, fixing production system problems to minimize customer disruption, monitoring systems to ensure efficient processing, and providing on-call support to ensure timely resolution of production problems

5. Provides quality customer service to meet the needs of the Medical Center.

6. Designs, develops and implements BBLIS education and training materials to support Blood Bank staff needs.

7. Assures accurate and timely performance of results reporting of the Quality Management Program in Blood Bank and BMT according to departmental requirements.

8. Improves work skills through self-study and continuing education.

9. Performs other duties as assigned by management.

SKILLS & QUALIFICATIONS:
Superb interpersonal and communication skills
Demonstrated technical skills
Evidence of sensitivity to customer service
Strong initiative and ability to work independently
Flexibility and calmness in stress situations
Superior skills in problem analysis, problem solving, and structured thinking
Well organized
Capable of critical thinking, reasoning, deduction, and inference while displaying the ability to draw accurate conclusions

WORK ENVIRONMENT:
Exposed to infection from disease-bearing specimens or patients
Exposed to risk of blood borne/airborne disease
Must wear protective equipment in the clinical department
Exposed to hazards for electrical / mechanical / power equipment
May be exposed to odorous chemicals and specimens
May be exposed to toxic/flammable/explosive chemical and gases
Subject to injury from moving parts of equipment
Moderate noise environment
Subject to injury from sharps
May require judgment/action which could result in death of patient
Subject to interruptions
Occasionally subject to long and/or irregular hours, including nights, weekends, and holidays
May require taking call to manage BBLIS and/or BB situations

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Occasional travel required
Subject to stressful situations
Subject to varying and unpredictable situations
Subject to interruptions

PHYSICAL REQUIREMENTS:
Amount of time spent performing the following activities:

0% to 35%	35% to 65%	65% to 100%	N/A	Activity
		x		Standing
		x		Walking
		x		Sitting
	x			Bending
		x		Reaching with arms
		x		Finger and hand dexterity
		x		Talking
		x		Hearing
		x		Seeing
				Lifting, carrying, pushing and or pulling:
		x		20 lbs. maximum
x				50 lbs. maximum
			x	100 lbs. maximum