



## Client Support Nurse Clinician

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ITA Partners, Inc., (ITA) is a health information technology company delivering web-based decision-support to improve the quality of cancer care and reduce its cost. As an independent company, with no financial interest in the care that is provided, ITA aligns the interests of patients, physicians and payers to ensure that the best, most cost-effective treatment for cancer is prescribed, followed, and appropriately reimbursed. The company utilizes the expertise of top oncologists and oncology nurses, as well as insurance experts and actuaries, all supported by proprietary technology, to deliver high-value, actionable, evidence-based content and support to all.

### **Position Summary:**

The Client Support Nurse Clinician is a key member of the Client Support team reporting to the Client Support Manager. The purpose of this position is to successfully resolve eviti (ITA's Evidenced Based Oncology Platform) reported clinical incidents/questions and perform clinical analysis on those incidents. The Client Support Nurse Clinician must be an experienced oncology nurse familiar with evidenced based treatment protocols for a wide variety of cancers. The appropriate candidate will be results-driven, organized, effective at communicating, have excellent troubleshooting skills, and be able to assess prioritization while working on multiple clinical issues.

### **Responsibilities:**

- Respond to customers and support team requiring expert clinical assistance in entering oncology plans of care into an automated system following a defined support process
- Identify, research, and resolve customer clinical issues
- Analyze clinical support incidents on a periodic basis and provide recommendations for application and chemotherapy/radiation treatment regimen improvements
- Assessing priority of reporting customer incidents and escalating to appropriate team
- Provide regular status updates on customer inquiries not immediately resolved
- Create and maintain clinical knowledge base material and clinical support tip sheets
- Present a professional image at all times to customers and vendors
- Provide regular status updates to Client Support Manager to ensure Service Level Agreements (SLA) targets are being met
- Work collaboratively with other service delivery areas to provide clients with a superior experience and ensure commitments made to the client are handled appropriately.
- Ability to work flexible hours providing support coverage

### **Required Certifications or License:**

- Current Active Unrestricted Registered Nursing License

## **Education & Experience**

- Bachelor's Degree and OCN certification preferred
- Minimum of 5 years relevant oncology experience; familiarity with chemotherapy and radiation treatment regimens
- Experience with Microsoft Office products and familiarity with web based browser functionality

## **Knowledge Skills and Abilities**

- Ability to navigate system users through web based application screens
- Demonstrate excellent clinical troubleshooting skills
- Ability to work with various cross-organizational areas to meet the needs of ITA clients
- Strong verbal (especially on phone), listening, and written communication skills are required
- Strong teamwork orientation; understands that client's best interests are served through smooth, seamless service delivery
- Maintain a mindset of continuous improvement, in terms of efficiency of support processes and customer satisfaction
- Ability to learn customer service software applications
- Ability to balance multiple priorities and tasks

Department: Client Services

Reports to: Client Support Manager

Location: Philadelphia

**Please submit resume to:** [careers@itapartners.com](mailto:careers@itapartners.com)