



**Today's Date:** September 18, 2023

**Job Listing:** EPIC System Analyst, Ottumwa, Iowa

**NATURE AND SCOPE:** The EPIC IT System Analyst will work closely and serve as a liaison between EPIC vendor and its members, requests and tests clinic-specific configuration changes, support workflows, supports end-user, and is technical support for testing new functionality.

**DUTIES AND RESPONSIBILITIES:**

1. Completes assigned tasks per defined project scope, timelines, and budgets.
2. Understands interconnectivity and integration with Electronic Medical records (EMR) and third-party applications. Works with internal and external IT teams on technical troubleshooting, interaction, reporting and training.
3. Follows department standards and procedures.
4. Communicates effectively with technical team at all levels and with users at a non-technical and clinical level.
5. Alerts users of any outages, problems, or delays.
6. Maintains appropriate certifications and OCHIN EPIC training.
7. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.

**EPIC System Analyst:**

1. Applies analytical skills and related application knowledge to design, build and install upgrades and/or new implementations.
2. Ability to analyze workflow based on systems capabilities.
3. Understands functionality and relationships between supported applications.
4. Support optimization efforts of staff and departments.
5. Reviews and test changes in newly released software to ensure integrity.
6. Resolves post-installation technical problems in a timely manner, escalating issues as necessary to the appropriate organizational or vendor level.
7. Performs system build. Assist in building master files as assigned. Monitors release notes for pertinent build and testing for the system.
8. Reviews EHR release notices for relevance and disseminates educational flyers/materials to appropriate leadership to disseminate.
9. Administers IT Epic user onboarding and training, ensuring that each Epic user completes training prior to accessing systems. Ensures the development of training schedule, training lesson plans, and written user documentation.

10. Helps maintain the Schedulable Epic Resource (SER) master file, establishing SER standards and processes.
  - a. User and Security Set Up and Management
  - b. Master File Set up and Management.
  - c. Adding, Editing and Troubleshooting Printer and Mapping Workstations.
11. Review maintenance reports and violation logs to detect and employ solutions that deter unauthorized access that may be a threat to corporate, client, and team member security.
12. Create and maintain relevant documentation to include, but not limited to, standard operating procedures and user guides.
13. EMR trainer support as needed.
14. Continually review system access to identify weaknesses, security risks, operational or workflow problems, and other areas that need improvement.
15. Provide excellent customer service, teamwork, collaboration, communication, and education. Ensures user requests are prioritized and completed in a timely and satisfactory manner.

**Other Duties as required:**

1. Completes required documentation.
2. Participates as needed in various employee committees to discuss workflow, system needs and changes.
3. Serves as a backup to related positions as needed.
4. Help Desk support as needed.
5. Performs other duties as assigned.

**Qualifications:**

Education	Associate degree in information technology, MIS or related field required; Bachelor's Degree preferred or 3 years related experience.
Experience	Healthcare and/or healthcare IT experience preferred. Proficiency with various computer programs and databases. Excellent communication skills, demonstrating diplomacy and tact.
Licensure	Must complete all required OCHIN EPIC ESA training.
Hours of Work	Monday through Friday; 8:00 am – 5:00 pm; with flexible scheduling as required.
Travel	Travel between all organizational sites as needed and required.
Physical	Required to: sit or stand for prolonged periods of time; type proficiently, write legible and read printed or handwritten materials; able to lift less than or equal to 25 lbs.

**Hours:** Monday through Thursday 7:30 a.m. to 5:00 p.m., Friday 8:00 a.m. to Noon.

Schedules are subject to change based on clinic needs.

**Supervisor:** Revenue Cycle Director

**Deadline:** Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to HR Recruiting at [recruiting@riverhillshealth.org](mailto:recruiting@riverhillshealth.org)

**Or, mail to:**

River Hills CHC  
PO Box 458  
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.