JOB TITLE – EPIC AMBULATORY ANALYST

HOURS M-F: 8:00 AM - 5:00 PM

SUPERVISOR: Director of Information Technology

SALARY Commensurate with Experience

FULL TIME POSITION

POSITION DUTIES/RESPONSIBILITIES: **Ambulatory:** Collaborate with the clinical informatics staff, project manager, other IT staff and end users to deliver high quality, integrated, medical care. Configure Epic functionality to improve user efficiency/usability and patient safety. Optimize software upgrades including review of Epic Nova release notes. Evaluate and implement new functionality in Epic and work with CMIO/ACMIO and clinicians to optimize the system. Create User and Provider records for new employees and guests according to security procedures. Assist other IT staff in background configuration, expansion of system for new users and clinical sites. Assist users during training and system upgrades. Provide backup support for Prelude (registration), Cadence (scheduling) and other modules as needed. Document build to facilitate cross-coverage and collaboration with other team members. Documentation and response in a ticket-based work order system. Solve day to day issues that arise within the system. Assist with other ambulatory reporting or informatics tasks as needed. Support for other Epic modules (such as MyChart, Welcome, Care Everywhere) may be included in the future as staffing and responsibilities change and as new modules are implemented. As assigned by supervisor. Occasional after hours work & support. At present WFM does not have a "call system" but may do so in the future and some projects and upgrades must be completed outside of clinical hours

 TRAVEL AND TRAINING: Requires some travel, including trips to Epic (Madison, WI) for training
 Must complete certification in EpicCare Ambulatory within six (6) months of employment.

REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT: Associates Degree in IT, Engineering, Math, MIS or related field or equivalent experience. Bachelors degree preferred

REQUIRED EXPERIENCE OR SKILLS: Experience with Epic Software highly desirable. Demonstrated technical abilities to absorb complex concepts and communicate them to a non-technical audience and to interpret end-user needs in light of available functionality. Demonstrate creative, collaborative problem solving approach and strong analytical skills. Proficient with EPIC: Ambulatory (will be trained), Microsoft Office Suite. Excellent customer service skills for interacting with other team members and end users. Frequent end-user interaction anticipated.

TO APPLY: Please visit our website at www.wacofamilymedicine.org and fill out an online application located under Careers.