

JOB TITLE – EPIC PROJECT MANAGER

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

SUPERVISOR: Director of Information Technology

SALARY Commensurate with Experience

FULL TIME POSITION

**POSITION DUTIES/RESPONSIBILITIES: Project Management:** Provide Coordination and project management to all Medical and Dental Electronic Health Record related projects. Create project and implement project plans for new modules, software, or functionality. Work with Clinical Informatics staff, Epic analysts, Database administrators, and System administrators to coordinate and facilitate projects including interim and long term milestones/deliverables and progress. Administer tools to track projects to facilitate work by staff and oversight by leadership. Provide regular check-ins for Director of IT and CMIO. Identify and troubleshoot issues that threaten project timelines and/or viability. Participate with Director of IT, Clinical Informatics staff and others as needed to evaluate and develop new initiatives or solutions and collaborate in preparing needed documentation for leadership decision making. **Dental Software (Currently Dentrix but likely Epic Wisdom in future):** Provide primary IT support for Waco Family Medicine Dental Health Record. This may include initial implementation of the Wisdom Dental Health Record. Collaborate with System administrators and technical staff on delivery and maintenance of Dental Health Record (DHR) at all dental sites. Collaborate with the Deputy Chief Dental Officer, clinical informatics staff, project manager, other IT staff and end users to deliver high quality, integrated, dental care. Configure DHR 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 DCDO, CMIO/ACMIO, dental staff to optimize the system. Create User and Provider records for new employees and guests according to security procedures. Assist users during training and system upgrades. Solve day to day issues that arise within the system. Assist with other reporting or informatics tasks as needed. Provide backup support for other Epic 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. 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 Wisdom (if implemented) within six (6) months of organization’s completion of implementation agreement with Epic. If Wisdom is not implemented, completion of appropriate training for Dentrix/Dexis is required.

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

**REQUIRED EXPERIENCE OR SKILLS:** Experience with Epic Software. 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. Experience in working in a team managing multiple projects concurrently. Demonstrate creative, collaborative problem solving approach and strong analytical skills. Proficient with EPIC Ambulatory, Prelude, Cadence: (will be trained), Dental Software (Dentrix or Epic Wisdom – Training provided), 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](http://www.wacofamilymedicine.org) and fill out an online application located under Careers.