



JOB DESCRIPTION

IT Epic Ambulatory Analyst

REPORTS TO: IT Epic Applications Manager

EDUCATION & EXPERIENCE: Associate degree in IT, Engineering, Math, MIS or related field or equivalent experience. Bachelor's degree preferred.

SKILLS:

- Demonstrate creative, collaborative problem-solving approach and strong analytical skills.
- Proficient with EPIC: Ambulatory and will have primary responsibility for other Epic modules/functionality (training will be provided)
- Microsoft Office Suite. Excellent customer service skills for interacting with other team members and end users. Frequent end-user interaction anticipated.

PRIMARY DUTIES:

- Collaborate with the IT and Informatics staff and others to deliver high quality integrated medical care
- Configure Epic functionality to improve user efficiency/usability and patient safety
- Work with Epic and Informatics teams to evaluate, test, and implement Epic updates and upgrades
- Support IT systems and support staff during new and expansion of services at WFM sites
- Provide initial guidance and support to trainers and end-users during updates
- Document build to facilitate cross-coverage and collaboration
- Break-Fix documentation in a ticket-based workorder system

OTHER DUTIES:

- Solve day to day issues that arise within the system
- Assist with other ambulatory reporting or informatics tasks as needed
- Occasionally acting as back up support for non-primary Epic applications
- Occasional after hours work & support

PHYSICAL AND MENTAL REQUIREMENTS:

- possess a valid Texas driver's license and appropriate liability insurance
- visual and auditory accuracy
- shift length - 8 hours
- indoor setting
- continuous use of computer and calculator
- long periods of sitting
- frequent use of telephone
- continuous repetitive grasping and manipulation of both hands
- continuous conversational communication
- occasional lifting and carrying of up to 25 lbs.
- occasional walking, standing, squatting, bending, kneeling, reaching, and twisting and climbing
- infrequent use of personal car
- occasionally working in confined areas

- understand/carry out simple/detailed, oral/written instructions
- read and interpret detailed specifications
- mental competency
- be a non-tobacco/e-cigarette user

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date