



JOB DESCRIPTION

IT Epic Prelude Analyst

REPORTS TO: IT Director - Epic Applications

EDUCATION & EXPERIENCE: Associate degree in IT, Engineering, Math, MIS or related field or equivalent experience. Bachelor's degree preferred. Previous experience in clinical or clerical roles within healthcare settings is highly valued.

SKILLS: Demonstrate creative, collaborative problem-solving abilities, coupled with strong analytical skills. Proficient with EPIC: Ambulatory/Prelude (will be trained), Microsoft Office Suite and experience with medical billing/coding, medical appointment scheduling, patient registration, or nursing preferred. Exceptional customer service skills for effective interaction with team members and end users. Frequent engagement with end-users is 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 as a team to evaluate, test, and implement Epic updates and upgrades
- User and provider record management
- 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