

LinkEHR JOB DESCRIPTION

JOB TITLE: System Analyst I

FLSA STATUS: Exempt

REPORTS TO: Business Application Manager

DATE: May 2016

JOB SUMMARY

The **System Analyst I** is responsible for resolving information technology system support requests from internal and external customers through the application of systems analysis techniques and procedures. The System Analyst I is responsible for system troubleshooting to restore functionality in a timely manner, as well as escalating urgent matters to management. Additionally, they engage in building, testing and documenting system changes based on user requirements, and are responsible for identifying and collaborating on end user and team training initiatives. They work collaboratively with all teams to provide the best resolution in an integrated system. Confidential and sensitive information is routinely handled as part of the essential duties of this position, and consistent compliance with federal and state information privacy and security statutes and related organizational policies is required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Troubleshoots and responds promptly to issues and incidents regarding Epic applications, while maintaining a high level of customer service. Incidents may include, but are not limited to, workflow issues, application errors, user access, etc.
 - Own issues through resolution, documenting progress and decision points throughout. Where the transfer of an issue is warranted, performs the transfer to the appropriate party in a timely manner accompanied by the applicable supporting documentation.
 - Receives, analyzes, and processes all aspects of Epic application change requests including build, testing and documentation activities in an accurate & timely fashion, while ensuring a high quality work product.
 - Acquires and maintains an in-depth knowledge of assigned applications' build and workflows, and a working knowledge of associated department policies, procedures and business operations related to assigned applications.
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- Learns and understands the latest Epic recommendations and features and applies learning to job responsibilities.
- Identifies and collaborates on training initiatives based on customer interactions.
- Identifies and participates in team cross training initiatives and applies new skills following training.
- Participates in the development of knowledge management and training content.
- Completes general maintenance tasks for assigned applications in a timely fashion.
- Participates effectively in a variety of change management, issue resolution, communication, and other business processes.
- Provides, receives and implements feedback from coworkers, in order to grow technical and interpersonal skills.
- Complies with all HIPAA policies, procedures & training requirements.
- Performs other duties as assigned.

EDUCATION AND EXPERIENCE

Associate's degree in health information technology, information systems, business management, or any other related field, or any equivalent combination of education, training and/or experience that fulfills the requirements of the position will be considered. One year or more related work experience and/or training in customer service and/or in information technology systems support. Prior work experience in a healthcare environment or Epic site highly desirable, but not required.

KNOWLEDGE, SKILLS AND ABILITIES

This position requires an individual who possesses exceptional customer service and interpersonal skills and has the ability to work well in a team environment with a diverse group of people. Specific skill-based competencies required to satisfactorily perform the functions of the job include: Strong listening, verbal and written communication skills. Ability to consistently respond to customer needs in a prompt and courteous manner within a fast-paced environment with shifting workload priorities. Strong organizational and problem solving skills and excellent attention to detail. Ability to work independently on assigned tasks as well as to accept direction on given assignments. Ability to be consistently at work and on time, meet and manage competing deadlines, and use time efficiently. Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint & Outlook). Ability to work nights, weekends and holidays in support of a 24/7 operational environment and occasional local and distance travel as required.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on the assignment, may require ordinary ambulatory skills sufficient to visit other locations; or the ability to sit, stand, walk and manipulate (lift, carry, move) light to medium weight up to 25 pounds. Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard and operate equipment. Requires visual acuity to read words and numbers and speaking and hearing ability sufficient to communicate in person or over the phone.

Work is performed in a normal office setting with minimal exposure to health or safety hazards. Substantial time is spent working on a computer. Must be able to work nights, weekends, and holidays and occasionally travel (local & long distance) in support of business operations.

Employee Signature

Date

Employee Name (Print)