

**JOB TITLE:** System Analyst III

**FLSA STATUS:** Exempt

**REPORTS TO:** Business Application Manager

**DATE:** May 2016

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### JOB SUMMARY

The **System Analyst III** possesses comprehensive healthcare expertise and knowledge of multiple EPIC or related Electronic Health Record (EHR) applications, with experience in system optimization. The System Analyst III has highly developed communication skills, provides support and guidance to other team members, and will identify and lead initiatives to bring greater overall efficiency to customer EHR systems. The System Analyst III is proficient in system configuration, change documentation, training of staff and assisting with policy and procedure development. The System Analyst III serves as a customer primary contact. 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

- Serves as a liaison for cross application issues and integration points.
- Serves as primary customer contact for assigned application(s).
- Leads weekly application calls with customer.
- Analyzes ticket queue incidents within assigned application(s) to identify and correct larger system issues that may exist. Incidents may include, but are not limited to, workflow issues or undefined workflows, application errors, integrated security, etc.
- Collaborates with team members to identify and assess organizational impact of initiatives through research and evaluation and makes innovative and cost effective recommendations within assigned areas of responsibility.

- Proactively identifies areas for process improvement and proposes corresponding solutions, both within the company and with customers.
- Oversees the onboarding new employees within assigned application(s).
- Serves as the application lead for onboarding new customers, working closely with the account manager to ensure a successful handoff to support.
- Assists Business Application Manager with change management, issue resolution, communication, staff workloads and other business processes as directed.
- Champions and actively supports new company policies and procedures, as well as ongoing modifications.
- Provides timely feedback and coaching to staff so that they effectively develop technical and interpersonal competencies.
- Serves as a resource for other team members on integrated and technical issues.
- Leads projects related to system build, knowledge management, and training content development, and delegates associated tasks using appropriate project management processes.
- Considers and understands the broader impacts of system and workflow changes beyond any individual application's scope.
- Ensures the successful identification and implementation of system enhancements and appropriate communication to all affected parties throughout these processes.
- Reports system emergencies and urgent issues immediately to management. Provide support for incident management and client communications as directed by management.
- Assists with application projects as required to achieve milestones within agreed upon budgets and timelines.
- Utilizes advanced Epic tools such as imports, Chronicles searches, Lookitt, etc.
- Active participant in weekly customer and internal application meetings.
- Assists with the onboarding and mentoring of new System Analyst I and System Analyst II's.
- 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 independently 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.
- 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**

Bachelor's degree in computer science, business administration, healthcare administration, nursing or other related field or the equivalent combination of education and work experience. 5+ years of experience in Epic implementation and/or support including experience in Epic workflows and functionality and/or experience in healthcare operational workflows and how they integrate with Epic software. Practical experience and certification in at least three of the following Epic modules: ADT, Anesthesia, ASAP, Beacon, Beaker, Bridges, Cadence, Cogito, Cupid, EpicCare Ambulatory, EpicCare Inpatient Clin Doc, EpicCare Inpatient Orders, HIM, Home Health, Kaleidoscope, MyChart, OpTime, Phoenix, Prelude, Radiant, Resolute Claims, Resolute Hospital Billing, Resolute Professional Billing, Stork, Tapestry, Welcome, Willow, Wisdom. Experience in EMR system integration with other non-Epic systems (billing, coding, cardiology, dental, devices, eligibility, lab, medication, ophthalmology, radiology, registration, scanning, scheduling, surgical, transcription) preferred. Project

management experience desirable. Prior leadership experience strongly preferred. Proven track record of system enhancement and optimization successes required.

**KNOWLEDGE, SKILLS AND ABILITIES**

This position requires an individual who is results oriented and possesses strong analytical, problem solving and conceptual skills. Strong software and applications knowledge with base knowledge of relevant technologies and operating systems. Excellent interpersonal skills including ability to provide effective coaching and mentoring to other team members. Strong listening, verbal and written communication skills. Intermediate to advanced level skills in MS office suite (Word, Excel, PowerPoint) to be able to create knowledge management and training content. To be successful in this position, an individual needs to be customer focused, have the ability to interact effectively with individuals at all levels of an organization, demonstrate a high level of accountability for resolving customer issues, possess strong organizational skills and show excellent attention to detail. 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.

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Employee Signature

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Date

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Employee Name (Print)