

LinkEHR JOB DESCRIPTION

JOB TITLE: System Analyst II

FLSA STATUS: Exempt

REPORTS TO: Business Application Manager

DATE: May 2016

JOB SUMMARY

The **System Analyst II** serves as a knowledge leader experienced in the healthcare practice management environment and the Epic application suite. The System Analyst II possesses extensive healthcare expertise and a successful track record identifying and addressing process issues and workflow optimization regarding Epic's Electronic Medical Record (EMR) software suite.

This position is an extension of the client's Epic IS project team, and will work directly with other team members, providers, practice managers, and senior leadership to successfully resolve complex business systems issues in support of the client's business operations. The System Analyst II is proficient in system configuration, change documentation, and training staff on application functionality. 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

- 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.
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- 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. 3+ 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 one 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. Previous team leadership experience desirable. 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 and ability to work effectively in a team environment with a diverse group of people. 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 weights 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)