



Epic Ambulatory Analyst II – Full Time

Date: 1/6/2023

Location: Everett, WA

Overview:

Under general supervision, the Epic Ambulatory Analyst II is responsible for the ongoing assessment, design, development, testing, support, training and maintenance of assigned applications. The Analyst participates fully in the Epic project team, becoming a key subject matter expert and acting as the liaison between clinics and the project team, performing at the highest level of all phases of Epic application analysis, workflow analysis, building and testing.

The Analyst possesses a strong understanding of WWMG operations, demonstrated project management skills and effective organizational skills. The Analyst II is expected to spend time within our facilities to maintain a firm understanding of operations and ensure development and solutions to solve the core ask/issue. Travel will be as necessary to support various departmental initiatives.

To be successful within our department, analysts embrace change and are comfortable challenging and suggesting process improvements to all levels of leadership. We stand behind our commitment to outstanding customer service and expect our contributors to set these standards of excellence.

Essential Job Functions:

- Assists colleagues and leadership with complex IT activities and owns standard IT activities
- Responsible for troubleshooting and resolving application-specific issue build/fixes
- Provides detailed issue resolution documentation and trains other team members on resolutions
- Advanced knowledge in at least one Epic module
- Participates in module/application testing, and implementation
- Participates in software update testing
- Produces detailed build documentation and functional test scripts
- Provides input to on policies and procedures, training, and best practices
- Works with team members and the facility core team members to deliver advanced hands-on training as needed
- Works with team members to actively promote and support standardization, utilization, integration, and optimization plans of supported application(s)
- Communicates workflows to end users and stakeholders
- Participates in meetings as a professional member of the team
- Promotes system security and patient confidentiality and helps ensure compliance
- Builds strong relationships with core customer base (nurses, physicians, core team members, etc.)
- Participates in special projects as needed
- Represent WWMG while working/interacting with external partners
- Travel as required; Locally

Required Qualifications:

- Exceptional ability to build and maintain relationships across multiple clients, departments, teams, and vendors
- Demonstrated ability to communicate effectively with team members and stakeholders both verbally and in writing
- Strong ability to multi-task, and execute on new initiatives
- Ability to work independently on tasks and projects
- Ability to absorb technical knowledge quickly
- Demonstrated customer orientation skills
- Effective time management skills, critical and creative thinking
- Demonstrated teaching abilities
- Demonstrated advanced computer skills
- You must be able to provide proof of legal authorization to work in the United States

Preferred Qualifications:

- Understanding of WWMG clinical operations and processes
- Experience with at least one healthcare organization

Education and Experience:

- BA/BS in computer science/information technology, healthcare administration, or related field required. Applicable experience may be considered in lieu of degree.
- Epic Proficiency with Certification level scores
- Microsoft Office Proficiency
- Professional experience in the information services and/or health care industries;
- Epic Application Certification/Accreditation/Proficiency preferred

Why Work at WWMG?

You give your all, and so do we. We are committed to providing an excellent workplace experience and a wonderful employee experience. We offer:

- Competitive Pay
- Medical, Dental, Vision Insurance
- AD&D, LTD and Basic Life are provided for all employees
- 401(k) plan with a generous profit share and match
- Two weeks of vacation time accrued per year
- 9 Paid Holidays per year
- Sick time accrued per Washington State law
- A family friendly and people focused workplace
- The opportunity to work for the best healthcare company in Washington

Schedule: Full time

Salary: \$65,000 - \$80,000 per year, depending on experience, skill set and education.

To Apply: Please send resume to dgustafson@wwmedgroup.com.

Western Washington Medical Group is an Equal Opportunity Employer. We celebrate diversity and inclusion and welcome applications from qualified candidates, regardless of race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected veteran status or any other characteristic protected by applicable federal, state or local law.