Epic Release Management & Support Team – IS Business Analyst 1052

The San Francisco Department of Public Health (DPH) utilizes the Epic Electronic Health Record (EHR). Under the general direction of one of the Epic Project Directors, DPH IT is hiring one full-time permanent IS Business Analyst to assist with Epic Release and Change Control Management, Vendor Coordination, and serve as an IT escalation point for multiple DPH Community Based Organization (CBO) partners who utilize Epic for charting and/or billing services. This position will work closely with the Environment and Release Manager to lead Epic managers and analysts though system upgrades and track patch levels for all Epic environments. The ideal candidate will have knowledge of Electronic Health Record Systems in both the hospital and outpatient settings and will have experience working through downtime events. This position is required to work on-site at least 50% of the time.

Desirable Qualifications

- Information Technology change control policies & procedures
- Knowledge of flow diagramming applications, preferably Visio
- Knowledge of incident tracking software, preferably Service Now
- Knowledge of collaboration platforms, including Microsoft Teams & SharePoint

ESSENTIAL JOB DUTIES:

The IS Business Analyst is the journey level in the Business Analyst series. Positions at this level are distinguished from Senior level Business Analysts by the lesser difficulty and complexity of the analytical tasks and is distinguished from the Assistant level by the wider scope of responsibilities. At this level, incumbents work with only occasional instructions or assistance; analyses of average difficulty and complexity are performed with considerable latitude for independent action on less involved projects. Work requires interpretation of policies, procedures, and guidelines; and may require the development of recommendations consistent with directives, policies, and regulations. Work is normally reviewed upon completion and for overall results.

- Provides activity planning, coordination and instructions for Epic releases and updates.
- Communicates environment activities, including system refreshes, downtimes, upgrades, and patches to application teams.
- Responsible for reviewing, disseminating, and following up on Epic issues with IT analysts and the vendor.
- Facilitates and participates in after-hours downtime events for multiple Epic environments, including environments used for production, testing, training, and build.
- Provides resolution to cross-group technical/application issues which could impact the Epic environment and release schedule.
- Develops and maintains status reports for IT and Epic managers.
- Facilitates Epic Control Board and various workgroup meetings as necessary.
- Participates in the coordination, testing and execution of the DPH Annual Disaster Recovery Failover event.
- Responsible for serving as a "remote hand" to our Epic vendor.
- Manages incidents via Service Now and escalate cases to Epic analysts, other IT teams or vendors when appropriate.

- Distinguish between an EPIC related application support issue and a connectivity or hardware issue.
- Facilitates technical workgroup meeting specifically for CBO IT Support whenever there are configuration, specifications, or requirement changes.
- Good customer services skills, ability to triage/troubleshoot issues quickly and in a timely manner.
- Establish and maintain effective customer-focused working relationships with co-workers, managers, department customers, the public, vendors, consultants, and others encountered in the course of work.
- Performs other related duties as assigned.