

9976 Epic Willow Pharmacy Technical Lead: Technology Expert (DPH)

ABOUT THE SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH:

The Department of Public Health (DPH) is looking to hire a Permanent Exempt [PEX] "9976 Epic Willow Pharmacy Technical Lead: Technology Expert" position to help design, develop, implement, maintain, optimize and support DPH's unified electronic health record solution.

The San Francisco Department of Public Health (SFDPH) is the largest Department within the City and County of San Francisco. With an annual operating budget of \$2.4 billion, SFDPH employs over 8,000 people and contracts for more than \$400 million in community-based services. Our mission is to protect and promote the health and well-being for all in San Francisco, and our vision is to make San Francisco the healthiest place on earth.

APPOINTMENT TYPE:

This is a Permanent Exempt (PEX) appointment. In accordance with San Francisco Charter Section 10.104, exempt employees serve at the discretion of the appointing authority. Exempt employees are considered "at-will."

COMPENSATION: \$68,575.00-\$86,250.00 Hourly / \$5,486.00-\$6,900.00 Bi-Weekly / \$142,636.00-\$179,400.00 Yearly.

JOB DESCRIPTION:

The San Francisco Department of Public Health (DPH) utilizes the Epic Electronic Health Record. Under the direction of the Epic Inpatient Applications Manager, the 9976 Epic Willow Pharmacy Technical Lead: Technology Expert supports all the various parts of the systems development cycle, including systems analysis, design, and build. The Technical Lead effectively collaborates with application analysts assigned to the Willow team, understands Epic's Willow pharmacy applications and integration with inventory and dispensing systems and is a proficient builder. The Technical Lead will guide DPH to best leverage the Epic Willow system through metric-based measures and to increase utilization with the Willow Ambulatory Outpatient Pharmacy and Willow Inventory Management modules. The Technical Lead will balance a commitment to support in addition to implementing new projects in accordance with the DPH Epic plan.

The Epic Application Teams are responsible for designing, implementing, testing, and supporting the clinical and financial aspects of the San Francisco Department of Public Health Electronic Health Record. This includes integration and interoperability with other third party clinical and financial systems and devices. The Epic Willow Technical lead is a key role in the Epic Applications Team, which is responsible for designing, testing, and supporting the pharmacy information systems of the San Francisco Department of Public Health Electronic Health Record. This includes integration and interoperability with dispensing/packaging robots and other third-party pharmacies. The Epic Willow team supports multiple pharmacy locations across 3 distinct physical locations that service the city of San Francisco. The ideal candidate will understand the use of electronic health records in the hospital, long term care, and outpatient care settings. This position will manage the Epic Willow, Epic Willow Inventory, and Epic Willow Ambulatory modules of the Epic electronic Health record and associated integration with various systems and devices. The ideal candidate(s) must have working knowledge in the following:

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- Knowledge of pharmacy related workflows, hospital based inpatient and long-term care, behavioral health care, and patient experiences in a healthcare organization
- Understanding of a wide array of integration points, utilizing standards such as HL7, including but not limited to automated medication dispensing/packaging and Omnicell/Pyxis related build in Epic, Omnicell Anywhere RN, 340B PSG, and Walgreens Pharmacy Benefits Manager.
- Understanding of how the pharmacy department interacts operationally with other areas of the organization, such as providers, billing office, and medical records
- Clinical workflows including documentation
- Nursing workflows for medication administration
- Information Technology change control policies & procedures.
- Knowledge of flow diagramming applications: Visio
- Knowledge of collaboration platforms: Microsoft Teams & SharePoint.

Essential Duties:

- Provides direct ongoing guidance and/or supervision to other IS Business Analysts or serves as the top application authority for one or more related application modules or systems.
- Supports the design, build, implementation, and optimization of the Epic enterprise Electronic Health Record (EHR) for the San Francisco Department of Public Health.
- Collects information from departments, clinicians, health workers, vendors, and internal and external customers regarding electronic system development, implementation, issues, recommendations, and utilization of best practices.
- Translates functional requirements into application builds.
- Communicates effectively both orally and in writing with a diverse set of clients; establishes and maintain good working relations with department personnel, staff, vendors, peers, and management.
- Maintains all system configuration and build parameters for application modules.
- Uses logic and analysis to solve computer and application module problems.
- Exercises judgment, decisiveness, and creativity in an environment subject to frequent change.
- Prepares test plans, documentation, and training materials; work with vendors to prepare technical specifications and scopes of work.
- Prioritizes competing requests for services.
- Application module optimization in conjunction with stakeholders.
- Manages critical timelines effectively.
- Manages communication between applications.
- Application/module implementation and testing.
- Documents work and adheres to change control procedures.
- Maintains and updates Service Now, Orion, Sherlock, Nova, and/or other Epic build trackers or Epic project plans.

The 9976 Epic Willow Pharmacy Technical Lead: Technology Expert also performs other duties as required.

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MINIMUM QUALIFICATIONS:

1. **EDUCATION:** Requires an associate degree or above from an accredited college or university; **AND**
2. **EXPERIENCE:** Seven (7) years of experience in system administration, information systems development, maintenance and support, or information technology project management, including two (2) years of supervisory experience. Additionally, five (5) years of these experience should be in the area of Epic Willow or supporting Epic applications; **AND**
3. **CERTIFICATION:** Epic Certification or Proficiency in Willow Pharmacy OR Willow Ambulatory OR Willow Inventory.

Substitution: Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). One (1) year is equivalent to thirty (30) semester units / forty-five (45) quarter units.

One year of full-time employment is equivalent to 2,000 hours of work experience (2,000 hours of qualifying work experience is based on a 40-hour work week). Any overtime hours that you work above 40 hours a week are not included in the calculation to determine full-time employment.

Substitution: Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). One (1) year is equivalent to thirty (30) semester units / forty-five (45) quarter units with a minimum of 10 semester / 15 quarter units.

Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted.

DESIRABLE QUALIFICATIONS: The stated desirable qualifications may be used to identify job finalists at the end of the selection process when candidates are referred for hiring.

- Experience with full lifecycle of Epic implementation and/or Epic upgrade.
- Epic Certification or Proficiency in Willow Pharmacy AND Willow Ambulatory AND Willow Inventory.
- Knowledge of Lean fundamentals including, but not limited to, A3 thinking, Value Stream Mapping and Kaizen events.
- Background and knowledge of clinical workflows.
- Knowledge of core functions and processes of billing office.
- Knowledge of billing office's integration with other departments in the organization.
- Knowledge and comprehension of revenue cycle management.
- Proficiency with Microsoft Suite (i.e.: Word, Excel, PowerPoint).
- Knowledge of flow diagramming applications and collaboration platforms, SharePoint.