9976 Epic Ambulatory Applications 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 Ambulatory Applications 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: $68.5750-$86.2500 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 Ambulatory Applications Manager, the 9976 Epic Ambulatory Applications 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 Epic teams, understands Epic's Ambulatory applications suite and integration with Epic applications and is a proficient builder. The Technical Lead will guide DPH to best leverage the Epic Ambulatory applications suite through metric-based measures. 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 Ambulatory Applications Technical lead is a key role in the Epic Applications Team, which is responsible for designing, testing, and supporting the information systems of the San Francisco Department of Public Health Electronic Health Record. This includes support of the City's Primary Care and Behavioral Health networks, the MyChart patient portal, and Epic's specialty care modules. This role will be pivotal in designing the transformation of the City's Behavioral Health delivery system. The ideal candidate will understand the use of Electronic Health Records in the physical health and behavioral

health settings, understand how to facilitate workflow design, and know how to leverage system metrics into actionable next steps. The ideal candidate(s) must have working knowledge in the following:

- Knowledge of physician practices' workflows, hospital outpatient department and patient experiences within your organization.
- Understanding of a wide array of integration points including but not limited to utilizing standards such as HL7, C-CDA, & FHIR APIs.
- Knowledge of provider documentation workflows.
- Knowledge of nursing order management workflows.
- 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 venders 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 Ambulatory Applications Technical Lead - Technology Expert also performs other duties as required.

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MINIMUM QUALIFICATIONS:
1. **EDUCATION:** An associate degree or above from an accredited college or university, OR its equivalent in terms of total course credits/units; **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 Ambulatory or supporting Epic applications; **AND**
3. **CERTIFICATION:** Epic Certification or Proficiency in EpicCare Ambulatory.

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.
- Knowledge of clinic-based workflows for physical health and behavioral health care and patient experiences in a healthcare organization.
- Understanding of a wide array of integration points including but not limited to utilizing standards such as HL7, C-CDA, & FHIR APIs.
- 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.