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# Example of EPIC Analyst Job Description

Our innovative and growing company is searching for experienced candidates for the position of EPIC analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for EPIC analyst

* Assist participating departments and new employees with the adoption and effective use of the Epic Resolute work-flows
* Maintain up-to-date knowledge of Epic’s Resolute/Charge Router modules, related interfaces and 3rd party software integration (including MyChart for online bill pay and co-pay collections
* Participate in team/project meetings as necessary
* Design, test and modify new development, enhancements and/or bug fixes and downtimes
* Participates in an on-call rotation to support after hours needs
* Analyzes, develops, configures, tests and implements Electronic Health Record (EHR) software and related analytics, with minimal supervision
* Answer incoming calls from patients in support of the MyChart patient portal
* Provide help with account activations for first time users and password reset for existing users
* Provide guidance on navigating the portal
* Troubleshoot technical problems with accessing the MyChart portal

## Qualifications for EPIC analyst

* Participate in design sessions and document the future state design
* Participate in system, integration, performance and acceptance testing
* Participate in the process of identifying, tracking and resolving issues and change requests
* Provide production support during the after go-live events
* Minimum two years IT security experience required, Healthcare IT experience preferred
* Must be able to communicate and interact extremely well with all levels within the organization