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Job

[Alexis Stamper](#) · Feb 7, 2022

## Reid Health - Interface Analyst

Summary: Responsible for overseeing all aspects of the enterprise interface environment. This includes the implementation, configuration, coordination, maintenance, troubleshooting, security, monitoring, and support documentation of interfaces between various hospital applications. Integrations can include HL7, batch, custom scripts, etc. as required. Incumbent must ensure the interface environment maintains the highest reliability and performance along with keeping the environment on the cutting edge of current technologies. Incumbent works closely with other Information Technology staff serving as a technical coordinator between departments, our Epic system, and outside vendors. In-depth knowledge of Epic software is obtained by attending Epic training with completion of application certification projects and tests. Training may be onsite at Verona, Wisconsin or virtually from the office.

### Essential Responsibilities

1. Develops and maintain system interfaces.
2. Focuses on HL7 integration supporting back-end processes for financial and clinical applications and reporting.
3. Leads analysis of current state.
4. Works with end-users and project teams to analyze and document data and workflow processes.
5. Analyzes interface specifications from both the sending and receiving systems to determine feasibility and interface methodology.
6. Ensures proper system integration and functional performance of interfaces.
7. Develops scripts to move data files and reports between systems.
8. Assists with maintenance of integrated infrastructure including routine support, upgrades, problem diagnosis and performance tuning.
9. Provides technical subject matter expertise and business process knowledge to project teams analyzing systemic or process issues within assigned areas.
10. Provides input on alternative solutions ensuring project team is fully educated on required effort, technical constraints, and impacts to existing system stability.
11. Assists departments / project teams in defining requirements for new systems.
12. Assists project manager in development of project plans focusing on technical work requirements and effort.
13. Participates in vendor selection process including demonstrations and functional comparison activities.
14. Leads system design teams ensuring all business processes are addressed within specifications.
15. Provides input into contract / statement of work for new systems / functionality in supported areas.
16. Provides input to design team in development of updated process diagrams and any other elements of the design as defined by the project team.
17. Writes design specifications.
18. Completes system build / development tasks based on design specifications.
19. Completes unit testing of system components validating accuracy of build as defined by specifications.
20. Coordinates cross-functional integrated testing and tracking issues.
21. Develops comprehensive test plans that cover organizational business processes affected by implementation.
22. Participates in testing using test scripts to validate business processes.
23. Participates in development and validation of training material.
24. Participates in training sessions ensuring appropriate knowledge transfer to end users.
25. Participates in go-live event developing detailed plan, coordinating resources, provides support, training, and troubleshooting assistance.
26. Provides technical support to system end users functioning as the primary resource for managing and

resolving system issues.

27. Maintains software for assigned systems at supportable levels and communicate available updates and enhancements to end users.
28. Monitors incident tickets and provides timely resolution of same.
29. Maintains detailed system documentation reflecting system architecture, security, and other requirements as defined in documentation templates.
30. Develops project plans for small to medium implementations / upgrades.
31. Participates in change management activities for assigned systems.
32. Coordinates optimization activities proactively identifying improvements that allow end users to function more effectively.
33. Coordinates resolution of issues requiring cross-functional teams for resolution.
34. Provides leadership and guidance to mentor caregivers in how interfaces work and can be used within the enterprise.
35. Communicates successfully at all levels of the organization.
36. Functions independently executing assignments with minimal oversight.
37. Participates in implementations having high complexity / organizational visibility.
38. Keeps abreast of current industry developments and trends.
39. Advises supervisor of progress on projects and any major issues.
40. Understand the Quality Assurance and Improvement Plan and participate in department activities as requested.
41. Perform other assignments as specified by supervisor.

#### Qualifications

1. Has a thorough understanding of information technology and a good working knowledge of recent developments in software systems, programming languages, utility software, report writers and query languages, relational databases, networking, and computer equipment.
2. Has excellent organizational skills.
3. Has experience developing HL7 interfaces on industry standard integration engine i.e. Health Share, Ensemble, or Cloverleaf.
4. Has experience with XML, Java, Web Services, and SQL.
5. Good understanding of the Epic system and integration to related systems.
6. Able to plan and control large scale interface systems and related projects.
7. Able to gather and document business and information systems requirements for hospital departments and provide the formal analysis and design for recommended solutions.
8. Must be able to work effectively in a team environment and meet project timelines with specific deliverables.
9. Handles a large volume of changes and adjustments for the hospital environment.
10. Is conscientious, accurate, and capable of reacting logically to unusual or stressful situations and exercise good judgment skills.
11. Proficient with the MS Office Professional Family Suite; Outlook, Word, Excel, Visio and Power Point.

#### Education/Experience Required:

1. Three (3) to four (4) year experience with Information Technology application development, training, and implementation in a healthcare setting.
2. Completion of Bridges Epic certification within four (4) months of hiring.

Education/Experience Preferred: Bachelors or Associates Degree in related field.

Licensure: None

Certifications: Epic Bridges

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