

To Apply: Email your cover letter and resume to hr@coipa.org

About the Role

Central Oregon IPA (COIPA) is seeking an **Epic Clinical Applications Analyst** with a focus on Ambulatory to support our member clinics and internal teams. In this role, you'll serve as a key resource for clinical application support, helping transform healthcare data into meaningful, actionable insights while improving workflows and user experience.

You'll be the first point of contact for help desk support, working closely with internal teams, member clinics, and vendors to resolve issues, optimize systems, and ensure smooth day-to-day operations.

What You'll Do

Help Desk & Support

- Provide first-line support to member clinics and internal staff
- Troubleshoot and resolve clinical application issues
- Route and coordinate tickets with internal teams and external vendors (Epic, MSPs, etc.)

Ticket Management & Escalation

- Document, track, and prioritize support requests
- Escalate complex or high-priority issues appropriately
- Collaborate with stakeholders to gather details for approvals and decision-making

Epic & Clinical Application Support

- Serve as a subject matter expert for Epic and clinical applications, providing education, break/fix support, and solutions to clinic staff
- Configure and maintain Epic build including order sets, SmartForms, SmartLists, decision support tools, and quarterly release updates
- Monitor and maintain HL7 interfaces to ensure seamless data exchange between Epic and third-party clinical systems, escalating issues as needed
- Standardized and document workflows, system configurations, and build decisions to improve efficiency, scalability, and regulatory compliance

- Partner with clinical staff, IT, and operational leadership to translate operational needs into system solutions, supporting upgrades, go-lives, and new feature activations
- Utilize Epic reporting tools (Reporting Workbench, SlicerDicer) to monitor utilization and support clinical decision-making
- Maintain Epic Clinical Content Certification

Documentation & Knowledge Management

- Create and maintain user-friendly guides and training materials
- Manage COIPA's internal documentation library
- Improve accessibility and organization of resources
- Create & maintain policies and procedures

What You Bring

Required Experience

- 3+ years working in a healthcare setting using Epic EMR
- 2+ years of EMR-focused support or customer service experience
- Experience in healthcare operations (e.g., billing, workflows, clinical)

Preferred

- Clinical background and hands on experience
- Epic Certification (Clinical Content Builder preferred)
- HL7 Interface
- Experience in ambulatory or acute care settings

Skills & Competencies

- Strong troubleshooting and problem-solving skills
- Ability to explain technical concepts to non-technical users
- Excellent time management and prioritization
- Adaptability in a fast-paced, evolving environment

- Proficiency with Microsoft Office (Word, Excel, Visio)

Work Environment

- Fast-paced, collaborative office environment
- Hybrid
- Occasional travel to member practices required

Why Join COIPA?

At COIPA, you'll be part of a mission-driven organization focused on improving healthcare delivery across Central Oregon. We value collaboration, innovation, and continuous improvement—and we support our employees in doing meaningful, impactful work.

We are proud to be an **equal opportunity employer** and are committed to fostering a diverse and inclusive workplace.