EPIC Technical Specialists (ECSAs)

Company Biography:
A newly formed Regional Operations Team will provide operational support following the regional Epic go-live in December 2021, to the seven (7) acute hospital organizations in the Central East (CE) region: Campbellford Memorial Hospital, Haliburton Highland Health Services, Lakeridge Health, Northumberland Hills Hospital, Peterborough Regional Health Centre, Ross Memorial Hospital and Scarborough Health Network. These organizations have been on a clinical transformation journey to implement a shared, regional Epic CIS solution as well as a number of regional third-party applications since July 2019.

The CE Regional Operations Team will have a dedicated leadership team overseeing five (5) work streams: Outpatient Ancillary, Inpatient, Access/Revenue & Reporting, 3rd Party & Integration and Technical. The Regional Operations team will work on behalf of all 7 hospital organizations. Scarborough Health Network (SHN) will manage employee policies and act as paymaster on behalf of all 7 hospital organizations

Position Overview:
Epic Technical Specialists – ECSAs are responsible for the Epic Hyperspace and Web Services ongoing development, maintenance, and operations including triaging and prioritizing issues, troubleshooting, break-fixes etc. with a goal provide a stable environment for the Epic application to run upon. This role will also act as a support for the Windows operating system, domain infrastructure, and provide assistance to local organizations to ensure compatibility and accessibility to the Epic environment.

Responsibilities:
- Installing and managing the Epic application deployment platforms that serve production, reporting, disaster recovery, training, and non-production needs
- Responsible for independently evaluating systems, analyzing complex issues and problems, performance metrics, troubleshooting, resolving break fixes and testing resolutions with technical teams
- Provides ongoing maintenance and support for infrastructure with little to no assistance
- Management of Epic Hyperspace/Web and Services environment, Windows infrastructure, active directory and other server services.
- Ensure interoperability is achieved between regional hosting environment and local organization configurations and infrastructures
- Support VMWare Horizon instance across multiple hosting environments
- Participate in operational committees and working groups with workflow design/optimization decision-making by highlighting system capabilities, limitations, risks etc.
- Reviewing the status of projects and issues on an ongoing basis with leadership

Requirements:
- Previous build or operations experience with Epic preferred
- Epic certification in the Hyperspace/W&SS application preferred
- Strong working knowledge and experience with Windows Infrastructure including O/S and Active Directory
- Demonstrated capabilities supporting VMWare virtualization and VMware Horizon
- Working knowledge of security requirements and troubleshooting including areas such as EDR and next generation firewall configurations
- Epic Sphinx assessment test is required. All interested candidates must complete the test in order to be considered for an interview. Testing will be offered if you have not previously completed it.

   Key Competencies:
- Ability to identify and communicate operational issues and drive the resolution of issues in an effective manner which also ensures high end user satisfaction
- Ability to handle complex problems and provide highly innovative and creative solutions that will achieve high quality business/technical outcomes
- Critical thinking and problem-solving skills with the ability to logically examine a problem and determine the root cause and course of action
- Highly self-motivated and directed, with keen attention to detail
- Ability to prioritize and execute tasks in a high-pressure environment
- Strong interpersonal skills and the ability to communicate information clearly and concisely with project leadership and stakeholders
- Ability to work collaboratively and effectively with internal and external stakeholders
- Ability and willingness to learn new technology, systems, and processes
- Highly reliable, able to persevere in difficult situations, overcome obstacles and work under time pressures

SUBMIT APPLICATION AND RESUME TO:	**Human Resources Job Application Box** **E-mail: hr@hhhs.ca** **Fax: 705-457-4609**
DEADLINE:	**April 19, 2022 @ 1600 Hrs**