

Epic Support Consultant, Clin Doc and Orders

As a Consultant on the Epic Support team, your work at Tegria will focus on providing quality consulting services to clients on the engagements to which you are assigned. You will serve on an engagement as an individual contributor or in a staff augmentation role, typically in an operational or project setting. In addition to billable work, you will actively participate in and support efforts to build and maintain quality service delivery. Because of your knowledge and experience within your field, you will serve as a mentor to more junior team members.

As a Consultant on the Epic Support team, you will be recognized as highly skilled and proficient in your discipline, conducting complex work and contributing to measurable team and organizational objectives. You will work with minimal supervision and wide latitude for independent judgement, assisting less experienced team members as needed.

The role you play


An effective Consultant will help the organization on a whole achieve success through:

- Embracing our mission to humanize healthcare
- Living our Tegria values: Respect Every Person, Act with Integrity, Strive for Better, Embrace Change, Deliver as a Team

Client Engagements

- Serving in a lead and/or supporting role capacity and providing product operational, project based, and/or related consulting services as needed
- Providing professional, effective, and consistent delivery of consulting services on all assigned engagements
- Collaborating on project activities and deliverables with fellow Tegria team members
- Working independently or as part of a project team on a client engagement (could be full-time on a single customer engagement or part-time across customers)
- Applying appropriate tools and methods as needed including, but not limited to, use of status reporting, standards, tools, metrics, expectation management, change management, change control, and quality assurance methods
- Proactively managing engagement/client communications, expectation management, time and appropriate status reporting, effective written and verbal communications, and strong facilitation skills
- Independently applying best practices and concepts from similar work to new scenarios

Internal Team Support

- Providing guidance to less experienced members of the team, as needed and as
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appropriate based on tenure

- Participating in Service/Practice Line development by assisting and sharing tools, methodology, and knowledge
- Contributing to team and organizational objectives

Sales and Business Development

- Supporting sales and business development by ensuring quality delivery on assigned engagements
- Reporting potential engagement expansion opportunities identified while working on assigned engagements
- Developing materials to support sales efforts, as needed

Personal/Professional

- Keeping abreast of current and developing trends and technologies in your area of product, technical skills, or EHR expertise
- Operating independently; managing and tracking your own work progression

Success criteria

People who are successful in this role...

- Adapt to a dynamic environment with an ever-changing workload
- Own projects by acquiring knowledge, sharing it with decision makers, executing in a timely manner, and producing quality outcomes
- Can generate project momentum when requirements are being formalized or are ambiguous
- Have a collaborative, roll-up-your-sleeves mindset – leading by example with excellent communication, organizational and interpersonal skills
- Thrive in a collaborative, matrixed environment
- Are organized with exceptional verbal and written communication skills
- Maintain a high standard for the quality of your own and others' work

What we're looking for

We expect:

- Current Epic certifications in Clin Doc and Orders
- Typically, 4+ years' experience providing Epic application support or in Epic consulting
- Bachelor's degree in healthcare, business, IT, or computer science or an equivalent combination of education and experience
- Strong application knowledge and familiarity with relevant workflows
- Exceptional interpersonal, communication and organizational skills
- Ability to work independently and collaboratively in a matrix-management model

- Ability to work successfully with minimal supervision and wide latitude for independent judgement
- Experience mentoring less experienced team members
- Physical and Sensory Requirements are stated in the associate role profile and are available upon request

We'd love to see:

- Epic expertise in additional applications beyond Clin Doc and Orders
- Demonstrated success in project/engagement management
- Proficiency in using Office Productivity and Collaboration Tools (e.g., O365)

Need a few more details?

Status: Exempt and Regular full-time

Employment eligibility: Must be legally authorized to work in the U.S. without sponsorship

Work location: This position is remote. Must work in a location within the U.S.

Travel: Average 50% (variable)

Benefits eligibility: Eligible

Compensation: Commensurate with experience

Now, a little about us ...

At Tegria, we bring bold ideas and breakthroughs to improve care, technology, revenue, and operations in ways that move healthcare organizations from patient-centered to human-centered. We are helping healthcare put people first—both patients and those who dedicate their lives to delivering care.

And at the very core of this vital work is our incredibly talented people.

People with different backgrounds who welcome challenge and change. People who listen first, ask hard questions, and make decisions to cultivate a culture of equity and inclusion. People who chase after goals, growth, and generosity. We're real. We're nimble, and we believe in our mission to humanize healthcare.

Perks and benefits

Top talent deserves top rewards. We've carefully curated a best-in-class benefits package, meant to meet you wherever you are in your life and career.

- **Your health, holistically.** We offer a choice of multiple health and dental plans with nationally recognized networks, as well as vision benefits, a total wellness program, and an employee assistance program for you and your family.
- **Your financial well-being.** We offer competitive wages, retirement savings plans, company-paid disability and life insurance, pre-tax savings opportunities (HSA and/or

FSA), and more.

- **And everything in between.** Our lifestyle benefits are unrivaled, including professional development offerings, opportunities for remote work, and our favorite: a generous paid-time-off program, giving you the flexibility to plan a vacation, take time away for illness (or life's important events), and shift your schedule to accommodate those unexpected curve balls thrown your way.

Tegria is an equal employment opportunity employer and provides equal employment opportunities (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. All qualified candidates are encouraged to apply.

Job ID: BH - 1000

