

Western Montana Mental Health Center
140 N Russell
Missoula, MT 58901
Phone: (406) 532-8400
Fax: (406) 888-855-1324

Position: EHR Support Analyst

Close Date: Open Until Filled

Hours: Full-time

Job Summary: We have an immediate opening for an Electronic Health Records (EHR) Support Analyst who will help take us to the next level in delivering high quality end-user support, data analytics and development services for our EHR systems. In this critical role, you will apply your problem solving and customer service skills to resolve issues for end-users working with these applications at WMMHC. You will also use your analytical and critical thinking skills to identify EHR enhancement and development opportunities that will best meet staff needs.

Essential Job Responsibilities:

- Identify, coordinate and resolve issues experienced by end-users of the EHR;
- Regularly review progress on support cases lodged with our EHR vendor, ensuring accountability for reasonable response times and appropriate outcomes;
- Ensure effective communications with end users to keep them apprised of the status of support cases and new developments;
- Identify and support EHR enhancement and development opportunities;
- Determine, disseminate and educate end-users on best practice use of the EHR;
- Build upon existing and/or create new data tools that meet organizational data reporting needs.
- Develop data-driven management reports that support informational, decision making and performance outcomes measurement goals;
- Develop and/or maintain data capture, extraction and reporting that support other electronic applications in use at WMMHC;
- Assist with the coordination and planning of system upgrades, related user communications and post-upgrade testing.

Job Requirements:

- Associate/Bachelor's Degree in Computer Science or equivalent.
- Minimum of 2 years' experience working with an EHR or similar application, providing development and user support.

While not essential, preference will be given to candidates with the following additional technical experience/skills:

- Experience working in an I-Series/AS400 environment as it relates to EHR functionality
- Working familiarity with relational database management systems (e.g. SQL, Power BI)
- Experience with an object oriented programming language.

*This is not a remote opportunity.
Some travel to our service delivery offices throughout western Montana may be required.*