



Quileute Tribal Council

• QUILEUTE INDIAN TRIBE •

Human Resources Department

P.O. Box 279 • La Push, WA • 98350

(360) 374-4367 | 4366 | 2175 | 6561 • Fax (360) 374-4368



Quileute Tribe Job Description

EHR Support Analyst

HOW TO APPLY: Send Application Package to the address listed below.

Applications can be downloaded at www.quileutenation.org/job-openings/

Via email: hr@quileutenation.org

-OR-

**The Quileute Tribe
Human Resources Department
P.O. Box 279
La Push, Washington 98350**

Ensure your Application contains:

1. Quileute Tribal Application (**REQUIRED**)
2. Cover Letter (**REQUIRED**)
3. Resume (**REQUIRED**)
4. Tribal Enrollment Verification (**REQUIRED, If Applicable**)
5. Driver's License (**REQUIRED**)
6. Diploma/Transcripts(s) High School/GED, College (**REQUIRED**)
7. Certification(s)
8. Credentials (if required)
9. Writing Sample(s) (if required)

NOTE: Incomplete applications will not be considered.

Position: **EHR Support Analyst**
Supervisor: Health Director
Location: Health Center
Work Info: Full Time: 40 Hrs/Week (M-F)
Salary: DOQ

POSITION SUMMARY:

The EHR Support Analyst (ESA) is responsible for supporting, maintaining, and optimizing the electronic health record (EHR) system to ensure high-quality patient care, efficient clinical workflows, and accurate health data management. This position serves as a key liaison between clinical staff, administrative teams, and IT, ensuring effective use of the Epic Systems platform.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:

- Provide day-to-day end user support for the EPIC system, including troubleshooting issues and resolving end user requests, to create a positive end user and patient experience
- Monitor system performance and identify opportunities for workflow improvement and optimization
- Assist with system upgrades, patches, and new module implementations
- Validate completion of User Acceptance Testing (UAT) prior to go live and for monthly and quarterly updates afterwards
- Create and maintain member-managed components of the software, including the technical build within the EPIC system for the clinic
- Serve as the primary point of contact for EHR-related questions and technical issues
- Train clinical and administrative staff on EPIC workflows, best practices, and system updates
- Develop user guides, tip sheets, and training materials tailored to staff needs
- Collaborate with providers, nurses, pharmacy, dental, and behavioral health teams to analyze workflows and optimize integration and use of the EPIC system
- Recommend and implement improvements that enhance efficiency, compliance, and patient care
- Ensure workflows align with regulatory requirements and organizational policies
- Monitor data accuracy, completeness, and consistency within the EHR
- Support reporting needs, including quality measures, grant reporting, and operational metrics
- Assist in building and maintaining reports, dashboards, and data extracts
- Ensure compliance with HIPAA, Tribal, federal, and state regulations
- Support audit processes and maintain system security protocols
- Promote best practices for patient data confidentiality and integrity
- Participate in EPIC implementation, optimization, and integration projects
- Collaborate with vendors, consultants, and internal teams on system implementation and enhancements
- Support transition efforts

- Other duties as assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- Strong leadership skills to mentor, train, and onboard new staff
- Project management and organizational skills
- Ability to translate technical concepts into user-friendly language
- Ability to work professionally and collaboratively with all levels of leadership
- Ability to multi-task and organize priorities, work autonomously, establish timelines, coordinate multiple tasks, events, and project timelines
- Proficient in MS Office (word, excel, ppt)

WORK ENVIRONMENT:

- Clinic setting

PHYSICAL DEMANDS:

- Ability to lift up to 25lbs.

SUPERVISORY RESPONSIBILITY:

- None

QUALIFICATIONS:

Required Qualifications:

- Associate's degree in Information Technology or related field
- 2-year experience supporting an EHR system in healthcare setting

Minimum/Preferred Qualifications:

- Bachelor's degree in Health Information Management, Information Technology, or related field
- Experience with EPIC system
- Experience working in Tribal Healthcare system

GENEROUS BENEFITS PACKAGE:

- Employer subsidized medical, dental, vision package
- Employer supported 401K
- Employer paid life insurance
- Paid holidays
- Professional development assistance
- Employee Assistance Program

GENERAL INFORMATION:

The statements contained herein reflect the general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or balance the workload.

Special Requirements: Must have and retain a valid Washington State Driver's License ~ please provide a copy with job application. Must pass a criminal background check, drug and alcohol screening and reference check.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

Indian preference will apply. If applicants have equal qualifications, preference will be given first to a Quileute Indian applicant and then to other Native Americans and Alaska Natives. Except as provided by the Indian Preference Act (Title 25 U.S. Code Sec. 472 & 473) there will be no discrimination in selection because of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership/non-membership in an employee organization.

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