



CLINICAL APPLICATION ANALYST II (CAA II) JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing appropriate and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff work as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

POSITION SUMMARY:

The Clinical Applications Analyst II (CAA II) provides Tier 2 and Tier 3 support for OCHIN Epic and related clinical applications across Santa Cruz Community Health. The CAA II serves as a key resource for clinical application support, workflow optimization, application testing, implementation support, and end-user adoption. The role collaborates closely with clinical, operational, and administrative departments to investigate and resolve application issues, analyze workflows, identify opportunities for improvement, and support technology initiatives that enhance patient care, operational efficiency, and organizational effectiveness.

Classification: Full-Time, Hourly, Non-exempt

Location: Varies/Administration/Clinics/Remote

Reports to: Lead Clinical Application Analyst

Hours: 8:00am-5:00pm, occasional evenings/Saturdays

Pay Range: \$85,713.00 - \$92,780.00/annually

QUALIFICATIONS:

MINIMUM QUALIFICATIONS

- Associate degree in Information Technology, Health Information Management, Healthcare Administration, Clinical Informatics, Business Administration, or a related field and at least two (2) years of experience supporting healthcare technology applications; OR High School diploma/GED and four (4) years of progressively responsible experience supporting healthcare technology applications, electronic health record systems, or clinical software solutions.
- Experience providing Tier 2 and Tier 3 application support and troubleshooting complex technical



and workflow-related issues.

- Experience supporting electronic health record systems and related clinical applications.
- Working knowledge of healthcare workflows and the ability to analyze business processes and recommend technology-based solutions.
- Experience gathering requirements, documenting workflows, and supporting application implementations, upgrades, testing, and optimization initiatives.
- Experience creating and maintaining technical documentation, workflow guides, knowledge base articles, and end-user support materials.
- Strong analytical, critical thinking, and problem-solving skills.
- Strong written, verbal, and interpersonal communication skills.
- Ability to maintain professionalism, exercise sound judgment, and manage confidential information appropriately.
- Ability to manage multiple priorities, work independently, and meet established deadlines.
- Proficiency with Microsoft 365 applications and related productivity technologies.

PERFERRED QUALIFICATIONS:

- Bachelor's degree in information technology, Health Information Management, Healthcare Administration, Clinical Informatics, Business Administration, or a related field.
- Experience supporting, configuring, testing, optimizing, or implementing electronic health record systems, preferably OCHIN Epic.
- Experience working in a Federally Qualified Health Center (FQHC), community health center, ambulatory care environment, or other healthcare organization.
- Experience supporting application upgrades, release management, change management, and system optimization initiatives.
- Experience working with healthcare vendors, third-party application providers, and implementation partners.
- Knowledge of clinical, operational, revenue cycle, or population health workflows.
- Epic and/or OCHIN training, accreditation, certification, or demonstrated hands-on experience supporting Epic-related workflows and applications.
- Experience participating in application governance, workflow redesign, process improvement, or clinical transformation initiatives.

CORE JOB RESPONSIBILITIES:

FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Provide Tier 2 and Tier 3 support for OCHIN Epic and related clinical applications through the ticketing system, phone, email, chat, and in-person support.
- Investigate, troubleshoot, and resolve application incidents, service requests, workflow issues, and user-reported concerns.
- Research and reproduce application issues, document findings, identify root causes, and recommend appropriate solutions.
- Coordinate issue resolution with OCHIN, third-party vendors, and internal stakeholders to ensure timely resolution of incidents and requests.
- Analyze clinical and operational workflows to identify opportunities for process improvement,



standardization, optimization, and automation.

- Collaborate with departments to gather business requirements and translate operational needs into effective technology solutions.
- Evaluate issues to determine whether root causes are related to application functionality
- Develop, maintain, and improve workflow documentation, business processes, and application-related procedures.
- Support application upgrades, releases, patches, enhancements, and new functionality through planning, testing, validation, and deployment activities.
- Develop and execute test plans, test scripts, and validation activities for application changes, upgrades, and implementations.
- Participate in the implementation and optimization of OCHIN Epic and related clinical applications, including workflow analysis, end-user readiness, and post-implementation support.
- Perform assigned application configuration, template maintenance, and system administration activities within approved areas of responsibility.
- Support application security, user access management, downtime preparedness, business continuity activities, and related documentation in accordance with organizational policies.
- Develop and maintain knowledge base articles, user guides, job aids, training materials, and other end-user resources.
- Deliver onboarding, remediation, and change-related training and serve as a resource to departments to promote effective adoption and utilization of OCHIN Epic and related clinical applications
- Serve as a resource for departments by sharing best practices and supporting continuous learning related to clinical applications and workflows.
- Become an OCHIN EHR Support Analyst (ESA) within 3 months of hire.

GENERAL JOB PERFORMANCE STANDARDS:

KNOWLEDGE OF WORK - Posses and utilizes knowledge of the job which is essential to perform the specific functions and related work.

QUANTITY OF WORK - Accomplishes an appropriate volume of satisfactory work under normal conditions. Ability to produce results.

QUALITY OF WORK - Consistently demonstrates accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.

TIMELINESS - Completes assignments on or ahead of schedule.

ABILITY TO LEARN NEW DUTIES - Interprets, learns and responds to instructions for new situations, procedures or methods.

JUDGEMENT AND COMMON SENSE - Decisions/actions are sound, including safety awareness.

COOPERATION - Willing to work with others toward common goals.

COMMUNICATIONS - Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.



INITIATIVE - Ability to originate, develop or create new ideas or take steps to get things done.

PROBLEM SOLVING - Identifies and evaluates alternate solutions and selection of the most appropriate course of action.

ATTENDANCE AND PUNCTUALITY - Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods, and other authorized absences from work.

BENEFITS THAT SUPPORT YOU:

We offer a competitive and comprehensive benefits package to support employee well-being and work-life balance. Benefits are available to employees working 20 or more hours per week, and include:

- Employer-subsidized medical, dental, vision, and life insurance
- Optional coverage: pet insurance and other supplemental plans
- Coverage begins the first of the month after 30 days of employment
- Paid time off and holidays starting on day one
- 401(k) plan with 2% automatic enrollment and 2% employer match
- Wellness reimbursement and telecommuting stipend (as applicable)
- License and certification fee reimbursement (as applicable)

Internal Staff: Internal staff who transition into this position will retain their current benefits, tenure, PTO accruals, and retirement matching as applicable, with no lapse in coverage

Santa Cruz Community Health is an Equal Opportunity Employer (W/M/V/D).