Technical Problem Solver

Description:

Problem-solving with a purpose.
Create solutions where none exist. Solve meaningful, complex problems in healthcare. As a Technical Problem Solver on Epic's Technical Services (TS) team, you will directly impact the way over half of Americans receive healthcare. In this complex and evolving industry, healthcare organizations often need to push the boundaries of Epic’s software to meet ever-changing user and regulatory needs.

Your technical skill will be vital to your success. With the help of our training, you will specialize in one area of our software, be it surgery, oncology, billing, or one of our other products. You’ll learn the code and the details of how and why our software works the way it does and use this knowledge to dissect complex problems and determine the best solutions. You will be responsible for the continued success of a handful of clients from the moment they go-live with the software, guiding them and making recommendations to meet their goals, ensuring that they realize the full potential of our software. You will build relationships with your clients’ IT staff during weekly calls and onsite trips. Using your team’s tools, resources, and experts, you will research solutions for issues and be a technical lead for their larger projects that will ultimately impact the way they deliver healthcare. Your clients will rely on you as their technical expert as they refine the system, improving efficiency for clinicians and outcomes for patients.

There is no typical day here, and there is no typical career path. You can specialize in reporting to support evidence-based medicine, use your programming skills to develop new features with R&D, organize and host feedback sessions for physicians, grow into internal and technical management- the list goes on. You can choose your own adventure.

As you grow and continue to learn, you will increase your scope of impact from your first Epic client, to all Epic clients, to the entire healthcare industry. Come make a difference at some of the nation's most respected healthcare providers.

More than just important work.
Epic is located in Madison, Wisconsin, a city regularly ranked as one of America's best places to live. You'll earn competitive wages and receive benefits befitting a leading software company (401k match, great health insurance, life insurance, performance bonuses and stock appreciation rights). Epic's environment is one of continuous learning; you'll have access to opportunities to expand your skill set and share your knowledge with others. Epic is an Equal Opportunity/Affirmative Action (W/M/Vets/Disability) employer.

Qualifications:
• Bachelor’s degree or greater (any major)
• Eligible to work in the U.S. without sponsorship
• Willing to relocate to Madison, WI (relocation expenses are covered)
How to Inquire:
In order to be considered, please submit your inquiry by visiting:
https://epic.ature.net/Careers/RegisterMethod?folderId=742

Company Description:
As a worldwide leader in the development of software for healthcare organizations, Epic is driving change for an entire industry – one that affects the quality of life for everyone. Our team works with some of the nation’s most respected healthcare organizations and collaborates with the best minds in medicine. The challenges we tackle on a day-to-day basis impact the lives of more than 190 million patients worldwide and over 328,000 physicians in the US alone, and we’re committed to the common goal of improving healthcare. We're searching for smart, passionate people who want to achieve great things. If you want to be part of something truly important, consider a career at Epic.