(Contract) Business Systems Analyst 3 (7584U) University Health Services 81591
University of California, Berkeley

Job Title	(Contract) Business Systems Analyst 3 (7584U) University Health Services 81591
Department	University Health Services
Institution	University of California, Berkeley
	Berkeley, California
Date Posted	Oct. 6, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Health Services
	Fiscal Services
	Finance/Investment Management
Apply Online Here	https://apptrkr.com/6617125
Apply By Email	
Job Description	
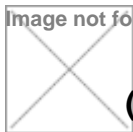
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About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

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As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.

We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our Guiding Values and Principles, Principles of Community, and Strategic Plan.

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for supportive colleague communities via numerous employee resource groups (staff organizations). Our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can grow your career at UC Berkeley.

Departmental Overview

Involves providing day-to-day consultation, training, instruction, trouble-shooting, problem-solving to the personal computer (including laptop) user for hardware, software, network and related computer systems and peripheral devices. Insures their operation for individuals and groups of computer users. Installs and configures systems; recommends hardware and software acquisitions and upgrades. Supports Epic (electronic medical records) software, training, workflow analysis and new technology implementation. Participates in healthcare information technology project implementation to satisfy the compliance of our security standards and HIPAA.

Application Review Date

The First Review Date for this job is: 10/16/25. This job will remain open until filled.

Responsibilities

- Lead training/information sessions for: a) staff systems orientation b) new software upgrades and updates c) various ancillary systems d) Epic Update staff training e) HIPAA training UC Learning Center for new staff.
- Applies professional business/technical support concepts to provide workstation support to clients; plan and implement hardware and software upgrades; trouble shoot and resolve network/Epic connectivity issues.
- Answer support lines and triage the level of request needed, monitor in-app messaging requests

in Epic, triage helpdesk ticket requests.
- Manages projects, may function as a lead within the department.
- Participates in testing of new software versions for increased functionality and quality assurance on existing features.
- Assists in implementation and lifecycle of new healthcare technology including testing, documenting, training and supporting.
- Analyzes and prepares various levels of internal and external facing documentation used by UHS users.
- Develops or escalates training as needed based on consultation with users and understanding of technology, including FAQs, knowledge-based entries, and job aids to assist users electronically.
- Coordinates user acceptance activities, especially when relating to Epic tools and workflows or MyChart functionality.
- Provides strategic input and serves as an IT representative on Epic Governance groups to guide workflow redesign or development efforts based on user needs.

Required Qualifications

Education

- Bachelor's degree in related area and / or equivalent experience / training

Licenses and Certifications

- Requires Epic Credentialed Trainer certification in Front Office

Knowledge, Skills and Abilities

- Working knowledge of healthcare workflows and the ability to use this information to train and guide users.
- Thorough knowledge of delivering training programs and learning management systems.
- Strong skills and knowledge of methodologies associated with analysis of processes and problems, information flow and architecture.
- Requires Epic Credentialed Trainer certification in Front Office.
- Extensive experience in use and knowledge of networking protocols such as DHCP, TCP / IP, etc.
- Thorough knowledge of Epic Back Office, Cadence, and Provider workflows.
- Requires knowledge of other areas of IT, including but not limited to network/server infrastructure, cloud services, Google apps, and Active Directory).
- Requires interpersonal skills to work with both technical and nontechnical personnel at various

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levels in the organization (patients, students, staff and UHS leadership) and our hosting partners
- Demonstrates Project Management skills as applicable to scope of projects.
- Working knowledge of a Program Office's business processes to provide back up to support staff of units.
- Working knowledge of campus computer requirements, recommendations and policies, including security standards.
- Working knowledge of desktop and business/technical support systems.
- Demonstrates judgment to delegate/escalate issues appropriately
- Applies required skills and abilities necessary to complete the most technical business/technical support functions.
- Has extensive understanding of unit's business processes to provide back up to support staff of unit.

Preferred Qualifications

- Certified PMP

Salary & Benefits

For information on the comprehensive benefits package offered by the University, please visit the University of California's Compensation & Benefitswebsite.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

- The budgeted salary range that the University reasonably expects to pay for this position is $95,000 - $100,000.
- This is a 9-month, 100%, full-time (40 hours per week), contract position that is eligible for full UC benefits with the possibility of extension.
- This position is exempt and paid monthly.

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How to Apply

To apply, please submit your resume and cover letter.

Other Information

- This is not a visa opportunity.
- This position is eligible for up to 90% remote work. Exact arrangements are determined in partnership with your supervisor to meet role responsibilities and department needs, and are subject to change.
- Your employment is dependent on obtaining and maintaining a credentialing clearance (if applicable), background clearance and medical clearance according to University Health Service policies.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

Equal Employment Opportunity

The University of California is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, protected veteran status, or other protected status under state or federal law.

Misconduct Disclosure

As a condition of employment, the final candidate who accepts a conditional offer of employment will

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be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

UC Sexual Violence and Sexual Harassment Policy
UC Anti-Discrimination Policy
Abusive Conduct in the Workplace

To apply, visit
https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

University of California, Berkeley

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