BRENT CONNER

EPIC CLIENT SYSTEMS SPECIALIST

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ECSA focused IT professional with over 16 years of experience in the industry. I have a passion for Powershell automation and embrace my type A personality to achieve perfected outcomes. My area of expertise is designing, modifying or replacing ECSA operational tasks with simpler and efficient processes. My hobbies include PC building on windows or linux and leading production tech at my church.

TECHNICAL SKILLS

* Powershell Automation: MyChart customization, EPS maintenance, Server draining, Cert installs, Health checks, Log retention
* Epic Client Systems Administration: Hyperspace, WBS, Interconnect, MyChart, STS, Kuiper, Link, HSW, Link, IIS, Certs
* Epic RA Installation Specialist, Troubleshooter by Personality, Methodical Root Cause Evaluator

PROFESSIONAL EXPERIENCE

EPIC CLIENT SYSTEMS ADMIN   
Mount Sinai Health System | New York, NY 11/2021 - Present

* Designed and configured all ECSA servers for POC and Training environment migrations to Azure
* Implemented draining and re-activation (with health check) of HSW servers leveraging Powershell 7 for patch days
* Merged 20+ WBS paths to 2 shares reducing storage by more than 50% - including migration of data to Netapp
* Consolidated over 100 Interconnect instances, combining queues, web services, security policies etc., standardized logs/naming
* Reverse-engineered MyChart web application customizations / languages and scripted post-deployment manual tasks
* Implemented 13 FHIR/OAuth2 Interconnect projects including EPP, ACTX (external STS), Avaamo Chatbot, AIDOC
* Migrated all ECSA servers to Satellite from WDP and implemented TROFS monitoring for F5 VIPs
* Created an org-tailored ECSA runbook for all RA installations
* Drive weekly, interdepartmental environment strategy and troubleshooting meetings

EPIC CLIENT SYSTEMS ADMIN   
ATOS – Baylor Scott & White | Dallas / Ft. Worth, Texas 04/2021 – 10/2021

* Monthly PRD RA installations, including Epic May 2020, Nov 2020, and May 2021 upgrades
* Created Powershell automated file process for daily SSO imports, kept custom health check page for ECSA services and VIPs
* Server and System support: F5, Hyperspace, Epic Monitor, WFC, BCA, HH RC, EPS, Interconnect, Link, Pulse, WBS

EPIC CLIENT SYSTEMS ADMIN   
Presbyterian Healthcare Services | Albuquerque, NM 11/2013 – 06/2014, 07/2016 – 04/2021

* Migrated all ECSA web servers to Server 2012 R2 during Epic 2017 upgrade cutover
* Created Powershell script to quickly create all EPS printer types while encompassing RX software settings
* Leveraged Powershell to install pre-reqs, application, digital downtime docs and set AD groups for BCA PCs (pre-satellite)
* Quarterly RAs including Epic 2017, Feb 2019, May 2019, Feb 202, May 2020 upgrades

EPIC HOME HEALTH / HOSPICE ANALYST

Presbyterian Healthcare Services | Albuquerque, NM 07/2014 – 07/2016

* Lead Analyst for hospital implementation of Epic Home Health/Hospice module
* Remote Client RA deployment design collaboration with SCCM group
* Access database management and backup process

DESKTOP SUPPORT

Kemtah Group (Unity) – Presbyterian Contract 10/2011 – 11/2013

* Lead Tech for Hospital’s Administration Center tasked with all C-Level and Leadership escalation tickets
* PC deployments, OS upgrades, printer and peripheral setup, software installations and maintenance
* Became known as “.batman” (dot batman) by creating many .bat files for repeatable tasks and installations
* Standardized printer accounts for PDF scan to network process

EDUCATION

* Epic Client Systems Administrator – Hyperspace
* Epic Client Systems Administrator – Hyperspace Web, Interconnect, and System Pulse
* Epic Client Systems Administrator – Blob, Business Continuity Access, and Printing
* Epic Client Systems Administrator – Care Everywhere
* Epic Client Systems Administrator – MyChart, MyChartMobile and EpicCare Link
* CompTIA: A+ Certification 07/2012
* Epic 3rd party skills assessment