

UW HEALTH JOB DESCRIPTION

Account Manager, IS Business Relationship Management

Job Code: 332019

FLSA Status: Exempt

Mgt. Approval: S. Rasmussen

Date: May 2022

Department: Information Services

HR Approval: K. Fleming

Date: May 2022

JOB SUMMARY

The Account Manager, IS Business Relationship Management (BRM), provides leadership and guidance to business and technology partners across the UW Health system and for defined areas within the UW Health School of Medicine and Public Health (SMPH) and other partners. The Account Manager guides strategic alignment within assigned business units while considering the technology requirements of the enterprise. Solutions, optimizations, and service offerings are recommended to meet strategic and operational business needs.

The Account Manager influences business unit strategy for new and existing programs and systems to align with product and service standards. The Account Manager brokers prioritization and delivery commitment based on capacity and business value to the organization. In collaboration with Director of IS Business Relationship Management, the Account Manager oversees account activities for assigned business units including technology roadmaps and orchestrates value realized deliver to a high standard and improved partner experience.

The Account Manager is responsible to the Director, IS Business Relationship Management and works closely with employees and leaders across UW Health and its partners. The Account Manager may also serve as a leader over Business Analysts.

MAJOR RESPONSIBILITIES

Business Partner

- Responsible for orchestrating short- and long-term technology roadmap development and implementation in assigned business units, demonstrating strategic IS perspective that goes beyond short term gains.
- Advises and guides business partners and impacted associates through technology processes such as (but not limited to) technology assessments, solutions discovery, contracting, sourcing, and technology delivery.
- Leads technology roadmap development with operational business partners and works across IS disciplines to enable enterprise solutions.
- Partners with operational and IS partners to align technology and eliminate technology debt to achieve UW Health goals.
- Understands and advocates for business needs, identifies inefficiencies in processes, and proposes technology solutions that create organizational value.
- Makes sound decisions and takes initiative and accountability for accuracy of information in the preparation and presentation of detailed proposals depending on needs requirements
- Navigates the management of service recovery, service level agreements and escalation management with partners.

Organizational Leader

- Works across multiple functional areas with a clear ability to understand operational and executive level needs.

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- Proactively resolves complex, non-routine problems and issues where defined standards and/or procedures may be non-existent.
- Demonstrates knowledge of and experience with software tools to create, edit, and analyze complex initiatives and visual representation.
- Effectively facilitates meetings and delivers effective financial and programmatic presentations at a department and executive level.
- Manages complex relationship to assure collaboration and an enterprise-wide awareness of coming initiatives.

IS and Organizational Change Leader

- Partners with leaders to build, sustain and continuously improve the business relationship management playbook processes, tools, and programs.
- Owns initiatives from inception to completion by effectively coordinating resources, collaborating with business and technical resources, and engaging the appropriate partners with a focus on achieving value for UW Health and its patients.
- Represent the voice of IS and partners to build our IS brand of routinely delivering an exceptional experience.
- Works with other leaders on strategic technology issues and looks for patterns to create opportunities to have significant impact on IS experience.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Health Care, Information Systems, Computer Science, Public Health, Business Administration, Clinical field, or other relevant area.
	Preferred	Master's degree in Health Care, Information Systems, Computer Science, Public Health, Business Administration, Clinical field, or other relevant area.
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success understanding stakeholder strategies, aligning focus on the problem(s) to address, influencing cross-functional teams to successful delivery, ensuring solution adoption, and driving value. • Demonstrated success forming and sustaining collaborative, trusted-advisor relationships with business partners and IS colleagues that goes beyond short team gains and brings strategic IS perspective into conversations. • Experience with account portfolios (local and enterprise-wide initiatives) and demonstrated success in shepherding the IS demand, vetting, prioritization, and agile delivery processes.
	Preferred	<ul style="list-style-type: none"> • Five (5) years of progressive experience in an Information Technology related field. • Three (3) years of progressive leadership experience in large scale applications, analytics, clinical care, or clinical or business operations.

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Licenses & Certifications	Minimum	
	Preferred	Preferred – Certified Business Relationship Manager (CBRM) or ability to complete within one year.

<p>Required Skills, Knowledge, and Abilities</p>	<p><u>IS Core Competencies:</u> Advanced competency in the following:</p> <ul style="list-style-type: none"> Communication Critical Thinking Effective Team Member agility Champions Innovation Demonstrates Business & Financial Acumen Leads and Develops People Leading without Direct Authority Leading Highly Empowered, Self-Directed Teams Leads with Integrity Maintains Strategic Orientation Manages Execution Continuous Improvement Managing Systems <p><u>Position Specific Competencies:</u> Advanced competency in the following:</p> <ul style="list-style-type: none"> Business Relationship Management Organization Change Management (OCM) <p>Advanced competency in at least 4 and Intermediate competency in remaining:</p> <ul style="list-style-type: none"> Escalation Clinical Knowledge (if assigned to clinical area) Issue/Risk Management Meeting Facilitation Time and Workload Management Technology Awareness and Strategic Planning Product Management <p><u>Other required skills, knowledge and abilities</u></p> <p>People</p> <ul style="list-style-type: none"> Ability to proactively engage others at all levels of the organization Ability to lead a team Ability to work in agile, iterative frameworks and coach others on agile mindset Process transformation coach <p>Business Relationship Management</p> <ul style="list-style-type: none"> A strong communicator with the ability to build strong partner (business and IS) relationships, especially with key partners and sponsors Ability to recognize personal strengths and weaknesses and develop goals for professional growth and achievement Ability to persuade others and build consensus Self-starter – willing to learn new things. Develops knowledge of partner areas to better support assigned groups. Ability to be a thought leader in all conversations and be instrumental in scaling the business relationship management function org-wide Ability to build and maintain partnering relationships with senior leadership and arrives at decisions using analysis, problem-solving skills and value creation. Ability to function independently and deal with multiple, simultaneous projects on a routine basis.
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	<ul style="list-style-type: none"> Effective analytical ability to develop and analyze options, recommend solutions and solve complex problems and issues. Effective organizational, planning and project management abilities. Understands Agile project delivery, application development, and Healthcare applications. Ability to thrive and guide team members through an environment that is transforming into new ways to work.
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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.