

UW HEALTH JOB DESCRIPTION

Applications Analyst

Job Code: 340038	FLSA Status: Exempt	Mgt. Approval: J. Long	Date: November 2022
Department: Information Systems		HR Approval: M. Grayson	Date: November 2022

JOB SUMMARY

The Applications Analyst participates in and may lead the development, adoption, education, optimization, and support for assigned applications, systems, and platforms within the UW Health Information Services portfolio. This includes partnering with stakeholders to develop workflows, assess needs, facilitate discussions, assist in solution development, and influence organizational change.

The Analyst works closely with a variety of colleagues and stakeholders in person and remotely, forming trusted advisor relationships, to enhance the value and efficiency of solutions and platforms and support solution delivery across the enterprise.

The Analyst contributes to and may lead medium to large-scale projects and uses their knowledge in one or more systems, platforms, and technologies supporting patient care, revenue cycle, business areas, and administrative operations including:

- Electronic medical record (Epic) including patient portal, telehealth solutions, remote patient monitoring, and other solutions to enhance patient health
- Picture Archiving and Communication System (PACS), Vendor Neutral Archive (VNA), and related imaging systems
- Laboratory, cardiology, radiation oncology, and other clinical specialty areas
- Content management (OnBase), document administration and scanning, time and attendance, business productivity (Office 365), human resources, finance, and other specialty areas
- Enterprise resource planning and performance management (Oracle Cloud)

The platforms and systems include a combination of on premise and cloud-based technologies. Leveraging understanding of technology infrastructure, information security practices, and systems hardening the Analyst contributes to and may lead interface development, interoperability, and integration to strengthen highly reliable and secure platforms supporting remarkable healthcare.

The Applications Analyst works closely with employees and leaders across UW Health, UW School of Medicine and Public Health, partners, and affiliates. The Analyst participates in 24x7x365 on-call rotation, including periodic off hours work.

MAJOR RESPONSIBILITIES

Deliver solutions

- Ensure successful initiatives to enhance platforms, delivery of solutions, and provide on-going optimization and support.
- Develop a clear understanding of the patient journey and perspective. Demonstrate and comprehend the workflows, business processes, value streams, and identify key challenges for assigned areas and recommend improvements.
- Participate in cross-functional teams, leverage knowledge and skills with a variety of applications, tools, and technologies, supporting successful initiatives and ensuring system priorities are met.
- Provide systems analysis, design, and deployment of new technologies for UW Health and respective partners.
- Define product and project objectives and ensure deliverables are met within set timelines. Identify and communicate risks.
- With minimal oversight develop and maintain trusted advisor relationships with business, clinical, and operations leaders that include guidance for optimizing use of technology capabilities and deliverables. This includes liaison between stakeholders and vendor representatives.
- Define opportunities to improve system and platform reliability and automate repetitive processes.
- Participate in architecture and deployment of data flow in and between systems.
- Participate in product management for minor to moderate systems, where applicable.

Improve processes and standards

- Participate in improvement huddles, projects, and teams across UW Health and our partners. Be a change advocate. Ask the question "why" and don't accept the status quo.
- Contribute to the development and delivery of training relevant to several areas of expertise.

Effective Team Member

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- Collaborate with others to improve the culture of safety, respect, customer service, and continuous improvement across UW Health IS and the organization.
- Consistently demonstrate and lead by example teamwork, partnership, collaboration, and personal and team accountability.
- Mentor and teach colleagues with less experience and provide feedback to others as appropriate.

Demonstrate Leadership

- Hold team-level responsibilities and lead the team for assigned projects.
- Participate and provide feedback in team interviews.
- Influence others in a collaborative fashion.
- Support an environment of trust, discourage group think, seek opposing views, respect differences, and value diversity.

Technical Leadership:

- Assist in increasing proficiency within application platforms and solutions.
- Successfully complete ongoing and new technical training, including obtaining certifications relevant for the position within the time period required per department guidelines.
- Understand cross functionality and impact analysis between systems through participation on cross-functional teams.
- Describe technical components to operational partners in a simple, easy to understand manner.
- Understand Information security culture and practices including regulatory requirements, privacy, and security.
- Develop an understanding, as applicable for the position, of networking, server infrastructure, server administration, interfaces, APIs, vulnerability management, system access including role-based provisioning, and system hardening.

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

JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> • Associate degree in Healthcare, Information Technology, Business, Health Administration, Engineering, or related field • Two (2) years of relevant experience and education may be considered in lieu of degree
	Preferred	<ul style="list-style-type: none"> • Bachelor's or Master's degree in Healthcare, Information Technology, Business, Health Administration, Engineering, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success in design, development, configuration, support, and adoption of small to medium to scale solutions. • Demonstrated success applying critical thinking to identify problems and opportunities. • Demonstrated success teaching and mentoring.
	Preferred	<ul style="list-style-type: none"> • Demonstrated success using, configuring, developing, or supporting the applications, tools, and platforms relevant to the position. • Three (3) to five (5) years progressively responsible experience in an IS applications field. • Demonstrated success working on or leading initiatives that use agile methods . • Experience in information services or technology, direct clinical care, health care operations, or health care administration . • Healthcare subject matter expertise including at least two (2) years of experience in a health system, academic medical center, or health payer organization. • Experience supporting systems and/or operations in a 24x7 healthcare setting.
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • None
	Preferred	<ul style="list-style-type: none"> • Vendor (e.g. Epic, Oracle, other) certifications as relevant for the position , per department guidelines • CPHIMS, PMP, ITIL
Required Skills, Knowledge, and Abilities	<p><u>Information Services (IS) Core Competencies:</u></p> <p>Intermediate proficiency in the following areas:</p> <ul style="list-style-type: none"> • Communication • Critical thinking <p>Emerging proficiency in the following areas:</p> <ul style="list-style-type: none"> • Leadership including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leads & develops people 	

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	<ul style="list-style-type: none"> Mentoring and teaching Lean management agile methodologies <p><u>Position specific competencies</u></p> <ul style="list-style-type: none"> Intermediate proficiency in at least 3 IS application competencies including application security, customer service, data flow architecting, subject matter expertise, systems analysis and design, software testing, and troubleshooting. Emerging proficiency in project management Emerging proficiency in product management Emerging proficiency in organizational change management Emerging proficiency in technology awareness and strategic planning <p><u>Other required skills, knowledge, and abilities</u></p> <p><u>Delivering Solutions:</u></p> <ul style="list-style-type: none"> Demonstrated ability to initiate and follow through on low to moderate complexity projects, manage multiple tasks, and meet deadlines. Demonstrates professional maturity surrounding data access, data security, data sensitivity and data confidentiality
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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#
List any other physical requirements or bona fide occupational qualifications:			