

## UW HEALTH JOB DESCRIPTION

### Clinical Systems Learning Technologies Associate

**Job Code:** 330017

**FLSA Status:** Non-Exempt

**Mgt. Approval:** S. Clark    **Date:** 11-14

**HR Approval:** CJU    **Date:** 10-14

#### JOB SUMMARY

The Clinical Systems Learning Technologies Associate is a professional position responsible for assisting the Clinical Systems Educators with web-based/online delivery of educational content to include developing and packaging CBT's, webinars, screen demos, interactive eLearning courses and intranet content. In addition, this position is primarily responsible for administration of Clinical Systems classes and content in the Learning and Development System (LDS). This includes the creating and posting of elearning and classroom sessions, registering and managing staff attendance and running reports as needed. The Clinical Systems Learning Technologies Associate will be responsible for scheduling facilities, equipment and procuring needed classroom materials. With the guidance of the Clinical Systems Educators, the Clinical Systems Learning Technologies Associate also advises peers and UW Health internal customers on appropriate solutions and use of eLearning tools and design standards for LDS packaging and delivery. The position is also responsible for ensuring appropriate tracking, reporting, and recordkeeping of employee education, and to maintain confidentiality of any and all information.

This position will assist Clinical Systems Educator and Support and Optimization staff with the preparation and delivery of in person and webinar based classroom training sessions as necessary. Clinical Systems Learning Technologies Associate will assist with Health Link clinical content research, organization and dissemination and will assist with the "marketing" of Clinical Systems educational resources.

#### MAJOR RESPONSIBILITIES

The Clinical Systems Learning Technologies Associate completes projects of a focused scope and performs the following responsibilities under the guidance of more experienced Clinical Systems Educators and/or other employees on the Clinical Systems Education, Optimization and Support team.

##### **Perform Support for Clinical Systems eLearning and Classroom Courses**

1. Assists with the design, development, and delivery of web-based/online education in collaboration with Clinical Systems Educator, operational and subject matter experts.
2. Assists with needs assessments and advises peers and internal customers on standards for online content.
3. Effectively uses principles of adult learning in content layout.
4. Assists with the management of clinical systems education and customer projects. Assisting with effectively managing scope, roles, deliverables, and timelines.
5. Collaborates with clinical systems staff and other internal partners to align curriculum offerings with needs of the organization. This involves working with customers to assist in the analysis of learning needs to determine appropriate content delivery solutions.
6. In consultation with other stakeholders, assists with the development, communication, and monitoring of standards for organization-wide use of the UW Health LDS.
7. Explores, tests, and makes recommendations for optimizing appropriate use of additional LMS features and functionality as it relates to the delivery of clinical systems education.
8. Acts as a resource for management, organizational leaders, clinics etc. to help with enrollment of staff in the correct clinical systems courses
9. Oversees tracking, reporting, and recordkeeping of employee education and Clinical Systems Education delivery metrics.
10. Participates in projects and provides consultation and expertise to project teams.
11. Supports other systems courses, programs, and special projects as necessary.

##### **Perform System Analysis**

12. Work with users at various levels of the organization to determine operational needs and information processing options
13. Perform continual assessment of available application enhancements and requirements to facilitate continued improvements in software capability as required to meet the goals prioritized by UW Health
14. Provide general support for the research and education needs of UW Health faculty and staff.
15. Assist with continual consulting support for existing applications/systems and implement new clinical applications/systems
16. Assist with providing analysis and reports to faculty, staff, and other stakeholders as required
17. Provide project management staff with status reports regarding assigned projects
18. Assist with project documentation preparation, as necessary
19. Work in coordination with other UW Health IS staff, management and others, to assist in the analysis, development and implementation of clinical systems

##### **Provide Support for Internal and External Contacts**

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20. Serve as liaison between stakeholders and vendor representatives as needed. In addition, coordinate implementation of applications between user groups
21. Serve as a resource to other organizations installing similar systems
22. Assist UW Health faculty and management staff in the analysis of appropriate learning options to meet research and educational needs
23. Coordinate with other team members and prepare for implementation of new applications and updates to existing functionality
24. Assist user training and education for users in the operation of new system applications
25. Provide on-going user educational support for enhancements to existing applications
26. Assist users in maximizing use of clinical systems to increase efficiency

### Participate in Project Planning

27. Assist higher level educators and analysts in the management of projects directly related to applications or other large projects as designated by department management
28. Prepare project documentation as defined by user documentation guidelines. Examples of documentation include: current procedures review; functional requirements; project plans; meeting minutes' issues documentation, tip sheets, "how to" or other documentation required by department management

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

### JOB REQUIREMENTS

Education	Minimum	Post high school education in education, information systems, or medical discipline (relevant work experience will be considered in lieu of educational requirement)
	Preferred	Associate's degree in education, information systems, or medical discipline.
Work Experience	Minimum	<ul style="list-style-type: none"> <li>Experience in a fast-paced, professional environment.</li> <li>Basic experience in online course development.</li> <li>Experience managing multiple concurrent projects.</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>1 year experience in general LMS administration and support.</li> <li>2-3 years of experience in a fast-paced, professional environment with responsibilities for learning Management System administration and support, and eLearning design and development.</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Strong knowledge and experience working in PowerPoint.</li> <li>Basic experience in Camtasia, Articulate Studio, and/or Articulate Storyline.</li> <li>Knowledge of adult learning principles</li> <li>Strong technical aptitude and experience with administration of a SCORM-based LMS</li> <li>Experience using PeopleSoft-based systems preferred but not required</li> <li>Good project management skills</li> <li>Ability to interact with and work around people</li> <li>Ability to make judgments in demanding situations</li> <li>Ability to react to frequent changes in duties and volume of work</li> <li>Effective communication skills (written and oral communications skills, especially active listening and writing)</li> <li>Effective interpersonal skills, including the ability to promote teamwork and ensure a high degree of internal and external customer satisfaction</li> <li>Ability to logically organize details</li> <li>Comfortable accepting responsibility for leading small scale projects from start to finish</li> <li>Ability to manage multiple concurrent activities</li> <li>Ability to work independently and self-motivate in pursuit of broad objectives</li> <li>Ability to acquire and assimilate new knowledge and skills quickly</li> </ul>

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)

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	Preschool (4 – 5 years)	<b>X</b>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	<b>X</b>	Older Adult (Over 65 years)

**JOB FUNCTION**

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

**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
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>X Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:			