<p align="center">**UW HEALTH JOB DESCRIPTION**</p>

Education, Optimization and Support Analyst

Job Code: 330056	FLSA Status: Exempt	Mgt. Approval: J. Long	Date: November 2022
Department: Information Services		HR Approval: M. Grayson	Date: November 2022

JOB SUMMARY

The Education, Optimization and Support Analyst participates in programs, services, and solutions for education and optimization of UW Health clinic applications. This includes collaboration with stakeholders to understand workflows, assess needs, participate in discussions, participate in designing and implementing solutions, and supporting organizational change.

The Analyst provides at the elbow training and participates in onsite or classroom group training sessions. The Analyst partners with colleagues and stakeholders in person and remotely to enhance the value and efficiency of solutions and platforms.

The Analyst assists in developing trusted advisor relationships with a variety of colleagues and stakeholders, coordinating to enhance the adoption, value, and efficiency of solutions and platforms.

The Analyst leads and/or participates in small to medium projects and participates in large, complex scale projects for the Epic electronic medical record (EMR) and related applications. The Analyst also supports platforms used in delivery of education including learning management systems, training environments, and eLearning development tools.

The Analyst supports remarkable healthcare across UW Health, our affiliates, and our partners. The Analyst uses their understanding of clinical and operational processes to develop and deliver educational content for the supported applications. The Analyst uses their understanding of curriculum design for adult learners and their experience with technical training tools and platforms to drive successful initiatives. The Analyst gathers information and supports troubleshooting and resolution for complex issues across our system.

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

MAJOR RESPONSIBILITIES

Deliver solutions
- Provide support for successful initiatives for education, optimization, and support of applications.
- Enhance platforms, delivery solutions, and provide on-going education, optimization, and support.
- Demonstrate an understanding of the patient journey and perspective. Learn the workflows, business processes, value streams, and key challenges for assigned areas.
- Participate in cross-functional teams, leverage knowledge and skills with a variety of applications, tools, and technologies, and supports successful initiatives to ensure system and partner priorities are met.
- Provide education, optimization, and adoption strategies, services, and solutions for new technologies and innovations for UW Health and respective partners.
- Define small to medium project objectives and ensure deliverables are met within set timelines.
- 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.
- Collaborate on design and build curricula that supports new build, roles, and organizational initiatives that meet the educational needs of adult learners.
- With oversight, collaborate in design, build, and validate appropriate environments to support education, optimization, and support.
- Use copies of production environments to teach and practice use of actual software and tools available within live production environments.

Improve processes and standards
- Assist and participate in improvement projects and teams within UW Health and Partners.
- Assist and contribute to the development and delivery of education and optimization programs relevant to area of expertise.

Act as an Effective Team Member
- Collaborate with colleagues to improve the culture of safety, respect, customer service, and continuous improvement within UW Health IS and across UW Health.
- Consistently demonstrate and lead by example teamwork, partnership, and collaboration.

- Consistently demonstrate and lead by example personal accountability.
- Mentor and teach colleagues with less experience and provide feedback to others as appropriate.

Demonstrate Leadership
- Hold team-level responsibilities and may lead the team for small to medium sized projects.
- Influence others in a collaborative fashion.
- Support an environment of trust, discourage group-think, seek opposing views, respect differences, and value diversity.

Demonstrate Technical Leadership:
- Assist in increasing proficiency within application platforms and solutions.
- Successfully complete technical training opportunities across multiple systems, including obtaining certifications relevant for the position within the time period required per department guidelines.
- Understand impact analysis between systems through participating in cross-functional teams.
- Articulate how to translate to partners operational needs the technical components in a simple, easy to understand manner.
- Understand information security culture and practices, including regulatory awareness, privacy, and security.
- Understand platforms and systems for technology training, using an emerging understanding of technical infrastructure.

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

JOB REQUIREMENTS

Education	Minimum	• Associate degree in Healthcare, Health Administration, Education, Information Technology, Business, Health, or related field • Two (2) years of relevant experience and education may be considered in lieu of degree
	Preferred	• Bachelor's or Master's degree in Healthcare, Health Administration, Education, Information Technology, Business, Health, or related field
Work Experience	Minimum	• Demonstrated success leading and developing curricula, education, and/or optimization. • Demonstrated success applying critical thinking to identify problems and opportunities. • Demonstrated success teaching and mentoring.
	Preferred	• Demonstrated success assisting in the development of curricula and delivering education that support adult learning needs for small to medium-scale solutions. • Three (3) to five (5) years of progressively responsible experience in an education, informatics, and/or information applications field. • Demonstrated success using, configuring, developing, or supporting the applications, tools, and platforms relevant to the position. • 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	• None
	Preferred	• Vendor (e.g., Epic, other) certifications as relevant for the position, per department guidelines.
Required Skills, Knowledge, and Abilities	Information Services (IS) Core Competencies:	

Information Services (IS) Core Competencies:
- Emerging proficiency in all elements of the following:
  - Leadership competencies including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, managing execution, and leading & developing people.
  - Mentoring and teaching
  - Lean management
  - Agile methodologies
- Intermediate proficiency in all elements of the following:
  - Communication
  - Critical thinking

Position Specific Competencies:
- Intermediate proficiency in at least three (3) of the IS Education, Optimization and Support competencies including instructional design and curricula development, clinical knowledge, writing documentation and deliverables, application security, customer service, 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

Other required skills, knowledge, and abilities
- Demonstrates 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.

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 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.	**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:			