Education, Optimization and Support Associate Analyst

Job Code: 330057	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 Associate Analyst participates in programs, services, and solutions for education and optimization of UW Health clinical applications. This includes collaboration with stakeholders to understand complex workflows, assess needs, facilitate discussions, designing and implementing solutions, and driving organizational change.

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

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

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

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

MAJOR RESPONSIBILITIES

Deliver solutions
- With assistance or guidance, provide support for successful initiatives for education, optimization, and support of applications.
- Assist with the enhancement of platforms, delivery solutions, and provide on-going education, optimization, and support.
- Develop 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 to leverage knowledge and skill to support successful initiatives and ensure system priorities are met.
- Participate in education, optimization, and adoption strategies, services, and solutions for new technologies and innovations for UW Health and respective partners.
- Participate in defining small to medium project objectives and ensure deliverables are met within set timelines.
- With 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.
- Assist in defining opportunities to improve system and platform reliability and automate repetitive processes.
- With oversight, assist in designing and building curricula that supports new build, roles, and organizational initiatives that meet the educational needs of adult learners.
- Gain comprehension in regard to designing, building, and validating 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
- Participate or assist in improvement projects and teams within UW Health and Partners.
- Learn how to contribute to the development and delivery of education and optimization programs relevant to area of expertise.

Act as an Effective Team Member
- With guidance, 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.

Demonstrate Leadership
- Hold team-level responsibilities and may lead the team for small projects.
- Open to accepting and applying creative suggestions from others.
- Support an environment of trust, discourage group-think, seek opposing views, respect differences, and value diversity.

Demonstrate Technical Leadership:
- Learn and develop an understanding of 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.
- Begin to understand impact analysis between systems through participating in cross-functional teams.
- Begin to articulate how to translate to partners operational needs the technical components in a simple, easy to understand manner.
- Learn about Information security culture and practices, including regulatory awareness, privacy, and security.
- Begin to 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 using or supporting applications, tools or platforms.
	Preferred	• Demonstrated success using curricula and delivering education that supports adult learning needs. • One (1) year of experience in education or using/supporting the applications, tools, or platforms relevant to the position. • Demonstrated success applying critical thinking to identify problems and opportunities. • Experience in information services or technology, direct clinical care, health care operations, or health care administration. • Healthcare subject matter expertise including at least one (1) year 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:
		    Emerging proficiency in the following areas:
		    • Communication
		    • Critical thinking
		
		Position Specific Competencies:
		    • Emerging proficiency in at least two (2) 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
		    •
		
		Other required skills, knowledge, and abilities
		    • Basic understanding of adult learning, training technologies, and how to effectively demonstrate or teach technology solutions to others
		    • Demonstrates ability to initiate and follow through on low complexity projects, manage multiple tasks, and meet deadlines

	• Demonstrates professional maturity surrounding data access, data security, data sensitivity and data confidentiality • Aptitude for working with technology, technical information, and data

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:				