

UW HEALTH JOB DESCRIPTION

Sr Education, Optimization and Support Analyst

Job Code: 330055	FLSA Status: Exempt	Mgt. Approval: J. Long	Date: November 2022
Department: Information Services		HR Approval: M. Grayson	Date: November 2022

JOB SUMMARY

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

The Senior Analyst develops 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 large, complex scale projects for the Epic electronic medical record (EMR) and related applications. The Senior Analyst also leads enhancements for platforms used in delivery of education including learning management systems, training environments, and eLearning development tools.

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

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

MAJOR RESPONSIBILITIES

Deliver solutions

- Independently lead successful initiatives of significant scope for education, optimization, and support of applications.
- Proactively enhance platforms, delivery solutions, and provide on-going education, optimization, and support.
- Utilize the understanding of the patient journey and perspective to influence the workflows, business processes, value streams, and key challenges for assigned areas.
- Independently participate in and/or lead cross-functional teams, leverage knowledge and skills with a variety of applications, tools, and technologies, and support successful initiatives to ensure system and partner priorities are met.
- Lead education, optimization, and adoption strategies, services, and solutions for new technologies and innovations for UW Health and respective partners.
- Define large project objectives and ensure deliverables are met within set timelines. Identify and communicate risks, mitigations, and solutions.
- 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 and lead opportunities of significant scope to improve system and platform reliability and automate repetitive processes to the largest extent possible.
- Play a role in product development and leadership, where applicable.
- Lead, design, and build curricula that supports new build, roles, and organizational initiatives that meet the educational needs of adult learners.
- Lead, 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

- Identify, participate in, and lead improvement huddles, projects, and teams within UW Health and Partners. Be a change advocate. Ask the question “why” and don’t accept the status quo.
- Facilitate the development and delivery of education and optimization programs relevant to area of expertise.

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Act as an Effective Team Member

- Lead by example to improve the culture of safety, respect, customer service, and continuous improvement within UW Health IS and across UW Health. Encourage and motivate others to do the same.
- 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 medium to large sized projects.
- Participate, provide recommendations, and ensure that new team members add experience and competencies that strengthen the team.
- Lead through influence to improve team dynamics where needed, including recognizing dysfunctional team behavior.
- Create an environment of trust, discourage group-think, seek opposing views, respect differences, and values diversity.

Demonstrate Technical Leadership:

- Lead others to develop increasing proficiency within application platforms and solutions.
- Successfully complete ongoing and advanced 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 leadership in cross-functional teams.
- Translate and articulate operational needs and complex technical components to our partners in a simple, easy to understand manner.
- Understand and implement industry standard information security culture and practices, including regulatory awareness, privacy, and security.
- Evolve and improve platforms and systems for technology training, using an intermediate to advanced understanding of technical infrastructure.

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, 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	<ul style="list-style-type: none"> • Bachelor's or Master's degree in Healthcare, Health Administration, Education, Information Technology, Business, Health, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success leading and developing curricula, education, and/or optimization. • Demonstrated success collaborating with operational partners to improve workflows and simplify processes. • Demonstrated success improving operational excellence, eliminating waste, and reducing technical and financial debt. • Demonstrated success teaching and mentoring. • Demonstrated success creating trusted-advisor relationships. • Demonstrated success using, configuring, developing, or supporting the applications, tools, and platforms relevant to the position.
	Preferred	<ul style="list-style-type: none"> • Demonstrated success developing curricula and delivering education that support adult learning needs for small to medium to large-scale solutions. • Three (3) to five (5) years of progressively responsible experience in an education, informatics, and/or information applications field. • Demonstrated success optimizing medium to large-scale solutions using 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 five (5) years of experience in a health system, academic medical center or health payer organization. • Experience supporting systems and/or operations in a 24x7 health care setting.
	Minimum	<ul style="list-style-type: none"> • None

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Licenses & Certifications	Preferred	<ul style="list-style-type: none"> Vendor (e.g. Epic, other) certifications as relevant for the position, per department guidelines.
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies:</u></p> <ul style="list-style-type: none"> Intermediate proficiency in at least three (3) leadership competencies including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, managing execution, and leading & developing people. Intermediate proficiency in all elements of the following: <ul style="list-style-type: none"> Communication Critical thinking Mentoring and teaching Technical leadership of applicable products or platforms Lean management Agile methodologies Developing intermediate proficiency in the following areas: <ul style="list-style-type: none"> Leading highly empowered, self-directed teams Leading without direct authority <p><u>Position Specific Competencies:</u></p> <ul style="list-style-type: none"> Advanced proficiency in at least two (2) and intermediate proficiency in all 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 Intermediate proficiency in project management Intermediate proficiency in product management Emerging proficiency in business relationship management Developing intermediate proficiency in organizational change management Developing intermediate 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"> Demonstrates ability to initiate and follow through on moderate to high 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:				

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