

UW HEALTH JOB DESCRIPTION

Application Deployment & Integration Associate

Job Code: 330005	FLSA Status: Exempt	Mgt. Approval: P. Rushiti	Date: November 2021
Department: IS - Service Operations		HR Approval: N. Lazaro	Date: November 2021

JOB SUMMARY

Under the direction of the End User Operations Manager, the Application Deployment & Integration Associate is responsible for Application Packaging and Deployment for all UW Health systems. This includes all IS related applications, virtual infrastructure, communication systems and IS driven security systems. Using patch management and software distribution tools, this individual will ensure applications and updates are implemented enterprise-wide in a timely and successful manner. The Application Deployment & Integration Associate will work with IS professionals and manage the application packages and deployment process. This requires the individual to stay current with all deployment and management tools, as well as interfacing with UW Health departmental and external analysts.

Problems encountered are of a moderate level of difficulty and can usually be solved through self-knowledge or with assistance from other experienced Application Deployment & Integration Analysts. This position requires analytical skills, innovation and creativity to install and support systems in addition to formulate and implement the mechanisms to identify and solve problems.

This position participates in a 24/7 on call rotation to support a variety of different hardware and software support needs.

The Application Deployment & Integration Associate completes projects of a focused scope and performs the following responsibilities under the guidance of more experienced Analysts and/or other employees in the department.

MAJOR RESPONSIBILITIES

- Provide prompt and reliable response to emergent issues during working and on-call hours.
- Identify and develop opportunities for systems and processes improvement.
- Support over 20,000 UW-Health devices, software deployment, and image maintenance.
- System analysis, packaging, and implementation of software with System Center Configuration Manager (SCCM).
- Manage all anti-virus configurations and deployments, including firewall settings.
- Manage the Active Directory and Group Policy configuration.
- Manage and troubleshoot Virtual Infrastructure and VDI.
- Manage server and workstation performance utilization for best utilization of resources by cleaning up old and unused objects in Active Directory and SCCM.
- Use SCCM and other management tools to actively monitor and manage the UW-Health infrastructure.
- Troubleshoot OS and Application issues and errors.
- Manage, update, patch and maintain Microsoft OS.
- Monitor and work tasks in the ticketing system queue for application packaging and upgrade requests.
- Assist with project documentation preparation and status reports as necessary.
- Monitor developments within the industry to identify trends and opportunities impacting the systems used by UWH.
- Serve as liaison between hospital departments, medical faculty, UW Health IS, and vendor representatives during the application packaging, application research and deployment process. In addition, coordinate implementation of applications between IS Analysts and user groups.
- Perform advanced technical support for Microsoft operating systems, application software, and systems prior to desktop deployment.

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

JOB REQUIREMENTS

Education	Minimum	Associate Degree in Healthcare, Information Technology, Business, or related field (2 years of relevant experience may be considered in lieu of degree in addition to experience below)
	Preferred	Bachelor's degree in Healthcare, Information Technology, Business, or related field strongly preferred
Work Experience	Minimum	None

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	Preferred	One (1) year relevant experience in a Healthcare setting Additional experience with scripts to manage Microsoft Windows systems and applications
Licenses & Certifications	Minimum	
	Preferred	Microsoft Certifications
Required Skills, Knowledge, and Ability	IS Core Competencies* Demonstrates emerging level competency in the following: <ul style="list-style-type: none"> • Communication • Effective Team Member • Critical Thinking • Respect for People • Continuous Improvement *Comprehensive list of IS core competencies available in the IS competency library. Other Knowledge, Skills & Abilities <ul style="list-style-type: none"> • Exceptional customer service. • Knowledge of and ability to provide analysis and quantitative/qualitative study designs. • Knowledge of Microsoft Active Directory and Group Policies. • Knowledge of SCCM. • Computer skills including Microsoft Office products required. • Ability to work independently and be result oriented. • Capable of interacting with all levels of staff. • Effective interpersonal skills, including the ability to promote teamwork and ensures a high degree of internal and external customer satisfaction. • Consultative approach to working with users in assessing needs and requirements. 	

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
	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
X	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:				

Work/Environmental: Moderate noise level consistent with an office environment