

UW HEALTH JOB DESCRIPTION

End User Device Technician

Job Code: 330028	FLSA Status: Non-Exempt	Mgt. Approval: E. Patterson	Date: November 2021
Department: IS – Service Operations	HR Approval: N. Lazaro	Date: November 2021	

JOB SUMMARY

Under the general direction of the End User Device Supervisor and guidance of Senior Technicians, the End User Device Technician is responsible for responding to operational break/fix scenarios, as well as upgrading and maintaining end user devices through regular refresh intervals and projects requiring new equipment.

The End User Device Technician provides specialized technical support, consultation, and training services and will coordinate and assist in developing standards for enterprise technologies. The End User Device Technician will work with users at all levels of the organization and IS teams to support end user devices. Technical knowledge of end user technologies such as client/server operating systems, mobile device management systems, and desktop support management software systems is required.

Working with other technical resources, the End User Device Technician adheres to procedures, workflows, and tools to provide exceptional support and customer service for the systems that support patient care and UW Health operations. The End User Device Technician must be comfortable with providing technical assistance both remotely and in person. In addition, the End User Device Technician must employ excellent communication skills in sharing information with users within the department.

The End User Device Technician may lead team-level projects, train other team members and assist in directing the strategic plan in the support and evolution of complex systems.

MAJOR RESPONSIBILITIES

- Perform device analysis, configuration, implementation, upgrades, troubleshooting and installation of end user devices and software systems.
- Provide support for users across the UW Health system on multiple critical business, clinical, and EPIC applications.
- Provide advanced troubleshooting and support for mobile devices in both clinical and non-clinical settings.
- Work with users at all levels of the organization to determine operational needs and information systems options.
- Perform testing of end user devices and verify they are functioning effectively prior to implementation or installation.
- Partner with key stakeholders for workflow analysis to drive process improvement and deliver favorable patient centric outcomes.
- Work on assignments as related to end user devices or other sections of projects and report on project task statuses.
- Provide initial and potentially ongoing training and education for users in the operation of end user devices.
- Assist with support documentation preparation, as necessary.
- Serve as point of escalation for the support of end user device issues/problems as triaged from the Help Desk.
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- Participate in root cause analysis for all solutions maintained within the EUTS department.
- Create concise documentation of solutions that are both end user and internal support facing.
- On call support which may include scheduled 24/7 support.
- Mentor counterparts within the department teaching solutions as well as best practices.

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	Bachelors degree in Healthcare, Information Technology, Business, or related field strongly preferred.
Work Experience	Minimum	Two (2) years of relevant work experience
	Preferred	3+ years of relevant work experience in a Healthcare setting
Licenses & Certifications	Minimum	None

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	Preferred	None
Required Skills, Knowledge, and Abilities		<p>IS Core Competencies* Demonstrates intermediate level competency in the following:</p> <ul style="list-style-type: none"> • Communication • Effective Team Member • Critical Thinking • Respect for People • Continuous Improvement <p>*Comprehensive list of IS core competencies available in the IS competency library.</p> <p>Other Knowledge, Skills & Abilities</p> <ul style="list-style-type: none"> • Excellent organizational / communications skills and the ability to prioritize, schedule and complete high number of work requests • Ability to work independently with little oversight and direction • Provide exceptional customer service • Analytical and critical thinking • Provide end user device support • Ability to troubleshoot computer hardware, software and applications. • Promote effective teamwork and the spirit of partnership. • Expertise to make judgments in demanding situations • Capable to react to frequent changes in duties and volume of work • Effective interpersonal skills, including the ability to promote teamwork and ensure a high degree of internal and external customer satisfaction • Ability to logically organize details • Comfortable accepting responsibility for leading small-scale projects from start to finish • Ability to manage multiple concurrent activities • Ability to clearly communicate technical and/or complex concepts or topics to a lay person • Ability to acquire and assimilate new knowledge and skills quickly • On call support which can include 24/7 availability • Able to drive between UW Health locations.

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 docket, 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
X 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#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

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Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.