

## UW HEALTH JOB DESCRIPTION

### Senior Application Deployment & Integration Analyst

<b>Job Code:</b> 330003	<b>FLSA Status:</b> Exempt	<b>Mgt. Approval:</b> P. Rushiti	<b>Date:</b> November 2021
<b>Department:</b> IS - Service Operations		<b>HR Approval:</b> N. Lazaro	<b>Date:</b> November 2021

### JOB SUMMARY

Under the direction of the End User Operations Manager and in conjunction with the Infrastructure teams, the Senior Application Deployment & Integration Analyst is responsible for the design, vision, build and administration of the UW Health infrastructure environment, including the Active Directory, Group Policy, VDI, Operating systems and Security designs. This includes leading system upgrades, performing software programming, system maintenance and configuration. In addition, this position is responsible for assisting the manager with the annual budget preparation and special implementation of projects and timelines.

The Sr. Application Deployment & Integration Analyst responsible for Application Deployment Administration will manage the technical environment for all UW Health's Enterprise Desktop, Laptop, VDI and Tablet solutions.

This individual is responsible for ensuring hardware and software systems are fully deployed, implemented and functioning. This includes all IS related systems, communication systems and, in some cases, IS driven security systems. In many instances the Sr. Application Deployment & Integration Analyst must also prepare engineering plans, instructions, mapped IT system diagrams, and installation technical design packages.

The Sr. Application Deployment & Integration Analyst will work with IS professionals and manage the application packages and deployment process. This requires the individual to stay current with all IT systems and/or applications as well as interfacing with UW Health departmental and external analysts.

The Sr. Application Deployment & Integration Analyst is responsible for highly complex applications, will act as a lead in projects and help train and mentor other team members, including both Application Deployment & Integration Associates and Analysts. Additionally, at the Senior level, the incumbent typically coordinates projects and is able to lead multiple simultaneous projects to completion.

This position participates in a 24/7 on call rotation to support a variety of different hardware support needs for UW Health

### MAJOR RESPONSIBILITIES

- Develop and implement industry standard best practices for deploying application packages for both physical and virtual desktop environments.
- Design, implement, and support virtual servers, virtualization technologies, and infrastructure support tools.
- Manage, support, and maintain operating systems, and software in a primarily Windows-based Server environment.
- Perform continual assessment of available hardware/operating system enhancements and requirements to facilitate continued improvements in software capability as required to meet the goals prioritized by UW Health.
- Be primarily responsible for all UW-Health workstation software deployment, security and image design.
- Serve as the primary subject matter expert for all desktop deployment application environments.
- System analysis, packaging and implementation of software systems will be completed by using management tools (SCCM).
- Create future notification Server hierarchy for best practice processes.
- Manage all anti-virus security configurations and deployment.
- Manage and provide leadership to the required changes and updates in the Active Directory and VDI configuration.
- Manage Server performance utilization for best utilization of resources.
- Manage and maintain Microsoft Windows OS as well as a Group Policies.
- Provide leadership to users at various level of the IS department to determine operational needs and information processing options.
- Perform continual assessment and make recommendations of available application packaging and deployment enhancements and requirements to facilitate continued improvements in software capability as required to meet the goals prioritized by the UW Health.
- Assume a leadership role in the continual consulting support for existing applications/systems and implement new Hospital information systems.

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- Provide project management staff with status reports regarding assigned projects assist with project documentation preparation, as necessary.
- Assume a leadership role as a liaison between Hospital departments and medical faculty, UWHCA and vendor representatives during application packaging, application research and deployment process.
- Maintain and update operating system image.
- Mentor counterparts within the department teaching solutions as well as best practices.
- Participates in a 24/7 on call rotation to support a variety of different hardware support needs for UW Health
- Lead disaster recovery planning and testing, including backups and restores for VDI.

**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 or Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred
Work Experience	Minimum	Three (3) years relevant experience
	Preferred	5-7 years relevant experience in a Healthcare setting
Licenses & Certifications	Minimum	
	Preferred	Completion of Citrix and Microsoft certification. Other deployment software certifications will be accepted
Required Skills, Knowledge, and Abilities		<p><b>IS Core Competencies*</b> Demonstrates intermediate level competency in the following:</p> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Effective Team Member</li> <li>• Critical Thinking</li> <li>• Respect for People</li> <li>• Continuous Improvement</li> </ul> <p>*Comprehensive list of IS core competencies available in the IS competency library.</p> <p><b>Other Knowledge, Skills &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>• Exceptional customer service.</li> <li>• Knowledge of and ability to provide analysis and quantitative/qualitative study designs.</li> <li>• Knowledge of Microsoft Active Directory and Group Policies.</li> <li>• Knowledge of Altiris and/or SCCM.</li> <li>• Knowledge of Admin Studio.</li> <li>• Computer skills including Microsoft Office products required.</li> <li>• Ability to work independently and be result oriented.</li> <li>• Capable of interacting with all levels of staff.</li> <li>• Effective interpersonal skills, including the ability to promote teamwork and ensures a high degree of internal and external customer satisfaction.</li> <li>• Consultative approach to working with users in assessing needs and requirements.</li> <li>• Ability to manage multiple tasks with ease and efficiency.</li> <li>• Basic concepts of ITIL framework.</li> </ul>

### 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
	<b>Sedentary:</b> 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	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>

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	sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
<b>X</b>	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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.