

UW HEALTH JOB DESCRIPTION

Senior End User Device Technician

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|--------------------------------------------|--------------------------------|------------------------------------|----------------------------|
| Job Code: 330027 | 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, the Senior End User Device Technician is responsible for managing multiple Information Services projects of varying complexity as well as responding to high level operational break/fix scenarios that require expertise in multiple systems and solutions.

Working with other technical resources, the Senior End User Device Technician creates and 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 Senior End User Device Technician applies technical expertise both remotely and in person, while also having excellent communication skills teaching workflows and best practices to users within all departments.

The Senior End User Device Technician is responsible for the coordination, planning, testing and implementation, as well as on-going maintenance and support of clinical and business systems devices within UW Health.

The Senior End User Device Technician employs intimate understanding of technical infrastructure, including operating systems, networking, and device administration to resolve issues and provide support for customers.

The Senior End User Device Technician leads team level projects and may be involved in department and/or organizational improvement projects. The Senior End User Device Technician trains less experienced colleagues and shares knowledge across the team. The position may also help drive the strategic plan in the support and evolution of complex systems.

MAJOR RESPONSIBILITIES

- Coordinate with operational owners to meet IS project objectives.
- Use ITIL framework to deliver more value to our business partners.
- Plan and execute hardware deployment in line with the project's strategic plan.
- Work with functional managers regarding time and asset commitments/constraints for EUTS staff assigned to projects.
- Work in conjunction with other team members to develop and refine internal processes as it relates to projects or incident management, leading internal workgroups as appropriate.
- Promote effective teamwork and the spirit of partnership.
- Assist with designing, planning, testing and implementation of end user device options that meet/exceed operational requirements.
- Partner with key stakeholders for workflow analysis to drive process improvement and deliver favorable patient centric outcomes.
- Provide subject matter expert support on multiple critical business, clinical, and EPIC applications.
- Provide advanced troubleshooting and support for mobile devices in both clinical and non-clinical settings.
- Plan, schedule and execute routine maintenance of managed solutions communicating expected downtimes when appropriate.
- Collaborate with vendors to develop application functionality as well as expedite resolution of technological problems.
- Serve as a primary point of escalation for the support of end user device issues/problems as triaged from the Help Desk.
- Seek out new industry solutions to solve enterprise problems while remaining true to UW Health's LEAN principles.
- 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.
- Aid leadership in the development of department policies, procedures, and documentation.
- Mentor counterparts within the department teaching solutions as well as best practices.

JOB REQUIREMENTS

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| 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. |

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| Work Experience | Minimum | Three (3) years of relevant work experience |
| | Preferred | 5+ years of relevant work experience in a Healthcare setting |
| Licenses & Certifications | Minimum | None |
| | Preferred | None |
| Required Skills, Knowledge, and Abilities IS Core Competencies* Demonstrates intermediate 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"> • Knowledge of workflows, systems, and technologies throughout UW Health. • Excellent communication at all organizational levels both internal and external. • Strong problem-solving and organizational abilities. • Demonstrates ability to mentor staff and assist them in attaining desired results based on individual goals and objectives. • Work independently and be results oriented. • Strong analytical skills to include the understanding and documentation of business/clinical processes and the ability to identify opportunities to improve processes through technology. • Lead and manage projects of varying complexity. • Provide leadership and promote teamwork. • Manage project implementation individuals while meeting deliverables, milestones and remaining on-budget. • Effective interpersonal skills and professional demeanor. • Consultative approach to working with users in assessing needs and requirements. • On call support which can include 24/7 availability. • Manage multiple tasks with ease and efficiency. • 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 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 |
| 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.