Applications Developer

Job Code: 330080	FLSA Status: Exempt	Mgt. Approval: D. Drefcinski	Date: December 2022
Department: IS-Infrastructure		HR Approval: M. Grayson	Date: December 2022

JOB SUMMARY

The Applications Developer contributes and collaborates on the development, implementation, configuration, and maintenance of a variety of Enterprise Visibility technology solutions that support UW Health's strategic goals. The Applications Developer assists (co-leads) with implementation projects. Essential areas of responsibility include the following enterprise tools:

- Discovery, monitoring, logging, and notification of core IS infrastructure and application events
- Content Management Database Program (CMDB) support
- Cross functional team support for enterprise service management software
- Contributing support of:
    - Integrated clinical and non-clinical communication platforms
    - Real-time healthcare systems
    - Med Flight operations

The Applications Developer is required to participate in a 24x7x365 on-call rotation, including periodic off business-hours work.

MAJOR RESPONSIBILITIES

Deliver Enterprise Visibility Solutions
- Aid in consulting in a specialized area of technology.
- Work with vendors, clients, and technical staff on implementation, optimization, and security of Enterprise Visibility systems.
- Assist in the building of innovative technical solutions to complex hardware/software and operational problems; design, plan, and implement solutions using the latest technology.
- Carry out maintenance/upgrades on all Enterprise Visibility products.
- Perform work as detailed in assigned implementation plans (system builds, test plans, documentation, training, etc.).
- Assist in creating and documenting supporting policies and procedures.
- Understand SLAs (Service Level Agreement) in a production environment and proactively strive to meet the commitments.
- Perform security review of Enterprise Visibility applications.

Improve Processes and Standards
- Stay current with research, in order to analyze, recommend, and implement new software, hardware, tools, systems, and processes to provide state-of-the-art collaboration solutions.
- Assist in the development and delivery of training relevant to area of expertise.
- Monitor the latest market trend and industrial landscape to discover opportunities to improve customer experience and reduce operating costs.
- Build and maintain documentation, ensuring that accurate information is always available to other colleagues and management.
- Assist in managing Enterprise Visibility logging and provide performance metrics.

Effective Team Member
- Assist in building a detailed runbook support guide for routine maintenance on the Enterprise Visibility systems.
- Assist Senior Applications Developers with IS Project Managers to update project plans and communicate project status.
- Assist Senior Applications Developers with operating model activities related to product and service ownership
- Review assigned service requests daily; follow up and provide status updates to clients.
- Effectively maintain service delivery status and backlog.

Technical Growth
- Provide incident management and support to the critical issues escalated to Enterprise Visibility team.
- Assist and/or lead in the technical delivery of projects, including design, configuration, and testing of technical solutions for Enterprise Visibility products and services.

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 Two (2) years of relevant experience may be considered in lieu of degree
	Preferred	Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred.
Work Experience	Minimum	• Demonstrated success troubleshooting to isolate and diagnose technical problems in large-scale implementations. • Demonstrated success translating business needs into operational requirements. • Demonstrated success managing multiple projects simultaneously.

	Preferred	One (1) to three (3) years of experience in a Healthcare setting and/or experience in one or more of the following: • Platforms such as: EMS Charts; Flight Vector; ServiceNow; (ITOM, Discovery, Event, CMDB); Spok; Stanley MobileView RTLS (Real Time Location System); Twilio; Bomgar and xMatters • Network infrastructure services: installation, architecture, design, setup, troubleshooting, and maintenance in a primarily Cisco equipped infrastructure. • Designing, implementation and support of server infrastructure including physical servers, virtual servers, virtualization technologies, and infrastructure support tools. • Managing, supporting, and maintaining server hardware, operating systems, and software in a Windows and Linux based environment. • Basic knowledge of SQL; writing queries and understanding of how databases are structured. • Experience/understanding of multiple radio frequency and real-time locating technologies. • Understanding of IT Operations and Service Management best practice and the ITIL Framework.
Licenses & Certifications	Minimum	None
	Preferred	Applicable Cisco Certifications, PMP, PMI-ACP, ITIL
Required Skills, Knowledge, and Abilities		Information Services (IS) Core Competencies: Emerging to Intermediate competency in the following: • Leadership: leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leads & develops people • Technical leadership of applicable products or platforms • Leading highly empowered, self-directed teams including cross-functional teams • Communication • Effective team member • Critical thinking • Applying lean management tools • Applying agile methodologies • Mentoring and teaching Position Specific Competencies: Emerging to Intermediate competency in the following: • Network infrastructure components and concepts • Microsoft Windows and Linux server management and networking Other Preferred Skills, Knowledge, Abilities: Delivering Enterprise Visibility Solutions • Knowledge of SQL queries. • Knowledge of public and private hybrid data cloud solutions. • Ability to discuss technical issues effectively with technical professionals as well as non-technical users. • Understanding of the software development lifecycle and development methodologies. • Solid problem-solving and organizational abilities. • Ability to work independently and be result oriented. • Analytical skills to include the understanding and documentation of business/clinical processes and the ability to identify opportunities to improve processes through technology. • Demonstrates effective communication with senior management, clinical, administrative, revenue cycle and operational customers, vendors, and external healthcare organizations. • Ability to promote teamwork. • Ability to manage multiple tasks with ease and efficiency. • Ability to effectively manage change.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job during a shift. *Note: reasonable accommodation 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 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 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 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 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:			

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.