

UW HEALTH JOB DESCRIPTION

IS - Infrastructure Service Coordinator

Job Code: 340036	FLSA Status: Exempt	Mgt. Approval: M. Waisbrot	Date: April 2022
Department: IS – Infrastructure		HR Approval: K. Fleming	Date: April 2022

JOB SUMMARY

The IS Infrastructure Service Coordinator is responsible for coordinating the implementation, ongoing services, operations and improvements within the IS – Infrastructure Department for select areas of oversight. The Coordinator is also responsible for providing technical, operational, and financial assistance where applicable.

The Coordinator acts as the liaison between UWH IS and internal and external customers including UW Health NI, SMPH, Meriter, ACHC, Chartwell, Quartz, regional services, customers, and technology vendors and partners. The IS Infrastructure Service Coordinator translates complex technical information into easy-to-understand language and visuals for effective communication across many levels of the organization. The IS Infrastructure Service Coordinator will assist with understanding and communicating the needs of external customers for successful customer service and strong alignment and cost savings/avoidance across the UWH environment.

The IS Infrastructure Service Coordinator exercises a high degree of integrity and judgement as well as the ability to effectively manage multiple priorities simultaneously.

MAJOR RESPONSIBILITIES

- Assess program performance and implement improvements to maximize ROI and cost savings.
- Define success metrics and measurements to demonstrate the impact of solutions to the business and drive process improvements.
- Produce accurate and timely reporting for decision-making
- Monitor and coordinate financial activities as appropriate, including preparation and defense of funding proposals and budget planning
- Perform continuous improvement on program health and financial efficiency
- Act as primary contact for all related program and vendor activities
- Manage voice and/or data circuit information for the UW Health System
Lead and participate in planning meetings with internal and external customers
- Establish a strong cooperative relationship with applicable leaders by providing the information, tools, and services necessary to carry out their management responsibilities.
- Serve as a liaison to vendors for managing new and existing contracts, coordinating installation of new circuits, and resolving voice and data circuit and billing issues.
- Oversee strategic and operational projects within Infrastructure.
- Collaborate and engage with stakeholders to discuss program status and goals.
- Work with the marketing team to improve user, partner and vendor written communications and notifications.

JOB REQUIREMENTS

Education	Minimum	Associate Degree in Healthcare, Information Technology, Business, or related field (2 years combination of relevant experience and education 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 (relevant work experience may be considered in lieu of)
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success in translating customer needs into product and technical requirements • Demonstrated success working in a cross-functional IS environment and delivery team • Demonstrated success managing a budget that aligns with strategic vision and mission and proves cost savings and avoidance results • Demonstrated success using effective communication and interpersonal skills to lead others directly or indirectly • Demonstrated success being proactive and innovative
	Preferred	5 years in a Business or Information Technology planning and managing programs and portfolios of products and services.

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Licenses & Certifications	Minimum	None
	Preferred	PMP (Project Management Professional), CSM (Certified Scrum Master)
Required Skills, Knowledge, and Abilities	<p>Intermediate competency in at least three the following areas:</p> <ul style="list-style-type: none"> • Leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leads & develops people • Program leadership of applicable products, services or platforms • Communication • Effective team member • Critical thinking • Applying lean management tools • Applying agile methodologies • Mentoring and teaching <p><u>Position Specific Competencies:</u></p> <p>Intermediate competency in at least two Infrastructure competencies such as:</p> <p>Infrastructure:</p> <ul style="list-style-type: none"> • Voice and data connectivity protocols and configuration • Cellular services and dial plans • Collaboration tools, including video conferencing and enterprise data sharing • Network infrastructure components and concepts including firewall configuration and VPN technologies • Ability to manage multiple concurrent activities while working with vendors and customers on complex concepts and solutions • Shared services concepts that support delivery of services to internal and external customers <p><u>Communication and Leadership</u></p> <ul style="list-style-type: none"> • High-level management and leadership skills • Ability to schedule and manage tasks effectively • Conflict resolution and problem-solving skills • Cost control and budgeting skills • Thorough understanding of project/program management techniques and methods • Demonstrated ability to work closely with engineers, product managers and business leaders <p><u>Teamwork and Mentoring</u></p> <ul style="list-style-type: none"> • Demonstrated ability to provide leadership and promote teamwork without direct authority • Demonstrated ability to mentor staff and assist them in attaining desired results based on individual goals and objectives • Strong analytical and troubleshooting skills • Bring a strong sense of execution and ownership to the team 	

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PHYSICAL REQUIREMENTS				
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	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
	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:				

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.