

## UW HEALTH JOB DESCRIPTION

### Senior Applications Developer

Job Code: 330081	FLSA Status: Exempt	Mgt. Approval: D. Drefcinski	Date: December 2022
Department: IS-Infrastructure		HR Approval: M. Grayson	Date: December 2022

### JOB SUMMARY

The Senior Applications Developer serves in a leadership capacity; guiding operational partners and other peers to realize and implement solutions to help better serve patient care needs. The Senior Applications Developer is responsible for the development, implementation, configuration, and maintenance of a variety of Enterprise Visibility technology solutions that support UW Health's strategic goals. The Senior Applications Developer is responsible for the development of road maps and leads 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
- Management and support of:
  - Integrated clinical and non-clinical communication platforms
  - Real-time healthcare systems
  - Med Flight operations

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

### MAJOR RESPONSIBILITIES

#### Deliver Enterprise Visibility Solutions

- Consult in a specialized area of technology.
- Work with vendors, clients, and technical staff on implementation, optimization, and security of Enterprise Visibility systems.
- Provide 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.).
- Lead creation and documentation 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

- Research, analyze, recommend, and implement new software, hardware, tools, systems, and processes to provide state-of-the-art collaboration solutions.
- Lead 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.
- Manage Enterprise Visibility logging and provide performance metrics.

#### Effective Team Member

- Provide a detailed runbook support guide for routine maintenance on the Enterprise Visibility systems.
- Train and mentor Enterprise Visibility and other IT staff.
- Review assigned service requests daily; follow up and provide status updates to clients. Effectively maintain service delivery status and backlog.
- Work directly with IS Project Managers to update project plans and communicate project status.
- Participate in operating model activities related to product and service ownership.
- Meet and communicate with stakeholders, document project definition, and provide direction and leadership in project estimates and sequencing.
- Build, edit, and maintain team backlog; prioritize and document objectives for project sprints.

#### Leadership

- Hold team-level responsibilities and may lead the team for medium and large-scale projects.
- Provide presentations to clients, leaders, and peers as it pertains to Enterprise Visibility technology roadmap, architecture, engineering, and provisioning.
- Assist with budget preparation.

#### Technical Leadership

- Develop technical standards, define operational processes, and configuration best practices for Enterprise Visibility infrastructure.
- Provide incident management and support to the critical issues escalated to Enterprise Visibility team.
- Lead the technical delivery of projects, including design, configuration, and testing of technical solutions for Enterprise Visibility products and services.

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**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	<ul style="list-style-type: none"> <li>▪ Demonstrated success designing, configuring, and supporting Enterprise Visibility solution infrastructure.</li> <li>▪ Demonstrated success troubleshooting to isolate and diagnose technical problems in large-scale implementations.</li> <li>▪ Demonstrated success translating business needs into operational requirements.</li> <li>▪ Demonstrated success managing multiple projects simultaneously.</li> <li>▪ Demonstrated success mentoring and teaching others on Enterprise Visibility technologies.</li> </ul>
	Preferred	<p>Three (3) to five (5) years of experience in a Healthcare setting and/or experience in one or more of the following:</p> <ul style="list-style-type: none"> <li>▪ Platforms such as: EMS Charts; Flight Vector; ServiceNow; (ITOM, Discovery, Event, CMDB); Spok; Stanley MobileView RTLS; Twilio; and xMatters.</li> <li>▪ Network infrastructure services: installation, architecture, design, setup, troubleshooting, and maintenance in a primarily Cisco equipped infrastructure.</li> <li>▪ Designing, implementation, and support of server infrastructure including physical servers, virtual servers, virtualization technologies, and infrastructure support tools.</li> <li>▪ Managing, supporting, and maintaining server hardware, operating systems, and software in a Windows and Linux based environment.</li> <li>▪ Basic knowledge of SQL; writing queries and understanding of how databases are structured.</li> <li>▪ Experience/understanding of multiple radio frequency and real-time locating technologies.</li> <li>▪ Understanding of IT Operations and Service Management best practice and the ITIL Framework.</li> </ul>
Licenses & Certifications	Minimum	None
	Preferred	Applicable Cisco Certifications, PMP, PMI-ACP, ITIL
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies:</u></p> <p>Intermediate competency in the following:</p> <ul style="list-style-type: none"> <li>▪ Leadership including leads with integrity, maintains strategic orientation, demonstrates business and financial acumen, champions innovation, manages execution, leads and develops people</li> <li>▪ Technical leadership of applicable products or platforms</li> <li>▪ Leading highly empowered, self-directed teams including cross-functional teams</li> <li>▪ Communication</li> <li>▪ Effective team member</li> <li>▪ Critical thinking</li> <li>▪ Applying lean management tools</li> <li>▪ Applying agile methodologies</li> <li>▪ Mentoring and teaching</li> </ul> <p><u>Position Specific Competencies:</u></p> <p>Advanced competency in the following:</p> <ul style="list-style-type: none"> <li>▪ Network infrastructure components and concepts</li> <li>▪ Microsoft Windows and Linux server management and networking</li> <li>▪ Ability to manage multiple concurrent activities</li> </ul> <p><u>Other Skills, Knowledge, Abilities:</u></p> <p>Delivering Enterprise Visibility Solutions</p> <ul style="list-style-type: none"> <li>▪ Knowledge of SQL queries.</li> <li>▪ Knowledge of public and private hybrid data cloud solutions.</li> <li>▪ Ability to discuss technical issues effectively with technical professionals as well as non-technical users.</li> </ul>

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		<div>• Strong understanding of the software development lifecycle and development methodologies.</div> <div>• Excellent problem-solving and organizational abilities.</div> <div>• Ability to work independently and be result oriented.</div> <div>• Strong analytical skills to include the understanding and documentation of business/clinical processes and the ability to identify opportunities to improve processes through technology.</div> <div>• Demonstrates effective communication with senior management, clinical, administrative, revenue cycle, and operational customers, vendors, and external healthcare organizations.</div> <div>• Ability to manage project implementation teams and individuals and monitor the deliverables of each team to ensure milestone and on-budget completion.</div> <div>• Ability to effectively manage change.</div>		
PHYSICAL REQUIREMENTS				
Indicate the appropriate physical requirements of this job during a shift. <i>Note: reasonable accommodation 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
	<b>Sedentary:</b> 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
	<b>Light:</b> 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	<b>Medium:</b> 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#
	<b>Heavy:</b> 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#
	<b>Very Heavy:</b> 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.