

UW HEALTH JOB DESCRIPTION

Informatics Analyst

Job Code: 2586	FLSA Status: Exempt	Mgt. Approval: J. Temple	Date: 5-17
Department : Pharmacy		HR Approval: CMW	Date: 5-17

JOB SUMMARY

Under the general direction of the Pharmacy Informatics Supervisor, the Informatics Analyst is responsible for planning, implementing, and supporting and optimizing projects related to the Information Systems & Applications within the UW Health Pharmacy department. This individual participates in the development of workflows, system configuration, change documentation, optimization and support of staff on application functionality. This requires the individual to remain current with the system and/or application as well as interfacing with UW Health departmental and external analysts. The incumbent must employ excellent communication skills in sharing information with users within the department. This position will be responsible for the on-going maintenance, testing, support and optimization of pharmacy systems within UW Health. The incumbent will need a comprehensive understanding of every project assigned; business needs being addressed, the major constituents affected and their stake and role in the project. The position may also assist in directing the strategic plan in the support and evolution of complex systems.

MAJOR RESPONSIBILITIES

The Informatics Analyst is responsible for all aspects of the following responsibilities as well as guiding other staff. Analyst level projects are generally of moderate complexity and incumbents may simultaneously lead multiple projects to completion.

Perform System Analysis

1. System analysis, design, and implementation of software systems where applicable.
2. Installation and support of applications.
3. Work with users at various level of the organization to determine operational needs and information processing options.
4. Perform continual assessment of available application enhancements and requirements to facilitate continued improvements in software capability as required to meet the goals prioritized by the UW Health.
5. Provide continual consulting support for existing applications/systems and implement new clinical applications/systems.
6. Conduct research to determine the procedures/build/workflows/support needs of other health care institutions.
7. Provide continual consulting support for existing applications/systems and implement new clinical applications/systems.
8. Support vendor applications systems.
9. Assure existing systems are processing effectively and accurately according to objectives.
10. Provide analysis and reports to faculty, staff and other stakeholders as required.
11. Perform testing of applications prior to implementation.
12. Work on assignments as related to applications or other sections of projects.
13. Provide project management staff and management with status reports regarding assigned projects.
14. Assist with project documentation preparation, as necessary.
15. Work in coordination with other UW Health staff, management, and others to analyze, develop and implement clinical systems.
16. Coordinate Information Systems resources across numerous teams to support application implementation, upgrades and maintenance where applicable. This includes but is not limited to:
 - a. Software installations (including routine updates/fixies), product upgrades, patches, enhancements, customizations, and new version releases
 - b. Interface requirements identification to support build by the interface team to then allow coordinated testing of the interface between applications
 - c. Custom programming logic identification and validation of that logic within the application

Provide support for internal and external contacts

17. Serve as liaison between stakeholders and vendor representatives during application research and design process. In addition, coordinate implementation of applications between user groups.
18. Serve as a resource to other organizations installing similar systems.
19. Assist UW Health faculty and management staff in the analysis of information systems options and functionality to meet research and educational needs.
20. Coordinate with other team members and prepare for implementation and support of new and existing applications.
21. Assist initial and potentially ongoing user training and education for users in the operation of new system applications.
22. Provide on-going user support and/or assist in education for enhancements to existing applications.

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23. Conduct system demonstrations for visiting groups and other hospitals.
24. Assist users in maximizing use of clinical systems to increase efficiency.
25. Provide support of system issues/problems as triaged from the Help Desk
26. Serve as the point person within pharmacy for clinical information related systems
27. Server support where applicable which includes the following:
 - a. Working with the server team to coordinate downtime in order to allow for routine server maintenance
28. On Call support which may include scheduled 24/7 support.

Participate in project planning

29. Participate in the management of projects directly related to applications or other large projects as designated by department management.
30. Prepare project documentation as defined by user documentation guidelines. Examples of documentation include: current procedures review; functional requirements; project plans; meeting minutes, issues documentation or other documentation required by department management.

Participate in application optimization and training

31. Provides onsite departmental optimization and support.
32. Participates in developing and delivering communication for all upgrades/ changes and disseminate them to providers and staff when onsite.
33. Works with department leaders and education teams to prioritize and determine timelines for scheduling of training for end-users as necessary for large upgrades, large changes to functionality or workflows and optimization of current functionality.
34. Provides communication to department staff regarding systems outages and ensures downtime materials are up to date and staff is trained.
35. Assist with staff training, particularly in conjunction with new implementations and significant upgrades.
36. Perform clinical site visits to monitor progress in the adoption of clinical applications, to gain additional insight into the clinical environment and clinical issues, and to develop and refine the relationships with our clinics.

Administrative Responsibilities

37. Participate in interviews, selection, orientation and training of new employees
38. Be knowledgeable of department policies and procedures.
39. Provide input on staff performance including providing feedback for performance evaluations.
40. Participate in staff meetings to communicate changes and address issues that need to be discussed.
41. Address customer concerns/complaints as they arise.
42. Assist in the implementation of policies and procedures and ensures uniform compliance.
43. Utilize time tracking tools, as required by department to assure accurate project planning and budgeting needs.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Associate's degree in Information Technology, Business, or education related to applicable department.
	Preferred	Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field
Work Experience	Minimum	Three (3) years of Information Technology or Analysis experience and one (1) years subject matter experience in applicable field
	Preferred	Five (5) years of Information Technology or Analysis experience and two (2) years subject matter experience in applicable field
Licenses & Certifications	Minimum	EPIC certification for supported modules when applicable within 6 months of hire
	Preferred	Clinical applications certification or equivalent
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Knowledge of and ability to provide analysis and quantitative/qualitative study designs. • Ability to interact with and work around people • Ability to make judgments in demanding situations • Ability to react to frequent changes in duties and volume of work • Effective communication skills (written and oral communications skills, especially active listening and writing) • Effective interpersonal skills, including the ability to promote teamwork and ensure

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	<p>a high degree of internal and external customer satisfaction</p> <ul style="list-style-type: none"> • Ability to logically organize details • Comfortable accepting responsibility for leading small to medium scale projects involving multiple resources and spanning many months from start to finish • Ability to manage multiple concurrent activities • Ability to clearly communicate technical and/or complex concepts or topics to a lay person • Ability to work independently and self-motivate in pursuit of broad objectives • Ability to acquire and assimilate new knowledge and skills quickly • Ability to lead an implementation project • Ability to provide appropriate and constructive feedback to other analysts and peers
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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
X	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
	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#
List any other physical requirements or bona fide occupational qualifications:				

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.