

## UW HEALTH JOB DESCRIPTION

### Information Services (IS) Coordinator

Job Code: 310037

FLSA Status: Exempt

Mgt. Approval: N. Hensal

Date: May 2023

Department: Information Services

HR Approval: M. Grayson

Date: May 2023

### JOB SUMMARY

The Information Services (IS) Coordinator maximizes the efficiency and operations for the IS department through the coordination of initiatives, projects, and standard work. The IS Coordinator partners with the Chief Information Officer and the Office of the CIO (OCIO) to execute department-wide initiatives. The IS Coordinator organizes department-wide annual planning.

The IS Coordinator coordinates programs and initiatives across UW Health and is responsible for planning, coordinating, and executing programs and processes. The IS Coordinator partners with the Executive Assistant team to maximize efficiency and capacity for OCIO. This role works collaboratively with the UW Health executive leadership team, the Information Services leadership team, and cross-functionally with system operations leaders and vendors/affiliates to support the development of high value programs in a manner that ensures goals are met.

### MAJOR RESPONSIBILITIES

#### OCIO Operations & Department Coordination:

- Coordinate department action plans to achieve strategic goals and objectives.
- Coordinate with OCIO and Leadership to streamline recommendations, implementation, and tracking of IS Key Focus Areas.
- Identify and drive process improvements that contribute to effective decision-making, cross-functional collaboration, and a positive outcome.
- Participate in and/or lead process improvement initiatives within UW Health IS.
- Coordinate processes related to conducting annual IT Benchmarking activities.
- Assist CIO and OCIO team in partnership with executive assistant team to maximize efficiency and capacity.

#### Project Management:

- Utilize project management tools and principles to define and manage project scope, allocate resources, document, and monitor timelines and deliverables, and resolve risks and barriers.
- Surface key information from the overall portfolio of projects to CIO and project stakeholders and “connect dots” in a clear, concise manner.
- Act as liaison among various areas, departments, and vendors on a given project, ensuring effective integration and communication.
- Develop and deliver status reports, proposals, and presentations in both formal and informal settings to leadership and other key stakeholders to support key IS/OCIO projects and initiatives.

#### Communication:

- In partnership with executive assistant team, prepare and assist with internal communications on behalf of the CIO, OCIO, and Change Management.
- Coordinate department documents and plans across Information Service, Operations, Finance, Human Resources, and Procurement to ensure continuity across the department.

### JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Business Administration, Information Services, or related field Four (4) years relevant experience may be considered in lieu of degree
	Preferred	
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• Demonstrated success developing and implementing work systems and processes</li> <li>• Demonstrated success leading or coordinating development and delivery of projects for cross-functional teams</li> </ul>

## UW HEALTH JOB DESCRIPTION

		<ul style="list-style-type: none"> <li>• Demonstrated success establishing trust and confidence and collaborating with staff, coworkers, stakeholders, and leadership within a complex organization</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• Three (3) years of experience in a health care system or health payor organization</li> <li>• Three (3) years of prior experience within administrative operations or business operations departments</li> <li>• Two (2) years of experience in project coordination and process improvement</li> </ul>
Licenses & Certifications	Minimum	None
	Preferred	Certified Administrative Professional or Project Management Professional
Required Skills, Knowledge, and Abilities		<p><b>Demonstrates intermediate competency in the following:</b></p> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Effective Team Member</li> <li>• Respect for People</li> <li>• Continuous Improvement</li> <li>• Leading without direct authority</li> <li>• Maintaining strategic orientation</li> <li>• Business &amp; administrative operations</li> <li>• Championing innovation</li> <li>• Managing execution</li> <li>• Strategic Thinking</li> <li>• Time management</li> <li>• Project Coordination</li> </ul> <p><b>Other knowledge, skills &amp; abilities:</b></p> <ul style="list-style-type: none"> <li>• Skilled in applying lean management practices and tools</li> <li>• Ability to manage multiple concurrent activities</li> <li>• Demonstrated ability to work well within a complex organization and collaborate with other staff</li> <li>• Must be self-directed and have demonstrated ability to prioritize and to manage multiple complex activities</li> <li>• Forward-thinking with a positive and professional image</li> <li>• Ability to work with individuals across roles and disciplines</li> <li>• Ability to work independently and as part of a team</li> <li>• Ability to ensure a high level of engagement across employees, patients, visitors, faculty, physicians, and external stakeholders</li> <li>• Ability to build and maintain relationships</li> <li>• Ability to analyze and synthesize information from a variety of sources and create meaningful translation into presentation materials</li> <li>• Ability to tell an audience appropriate story with audio/visuals</li> <li>• Ability to work on a deadline and track to specific timelines</li> <li>• Ability to function and make decisions with ambiguous direction</li> <li>• Ability to manage multiple dynamic priorities and adjust when needed</li> <li>• Ability to mentor and coach</li> <li>• Skilled in use of MS Word, Excel, and PowerPoint</li> </ul>
<b>PHYSICAL REQUIREMENTS</b>		
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.		
<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time
		<b>Constant</b> 67%-100% of the time

## UW HEALTH JOB DESCRIPTION

<b>X</b>	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:		•		

**Work/Environmental:** Moderate noise level consistent with an office environment

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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.