

## UW HEALTH JOB DESCRIPTION

<b>POSITION SPECIFICS</b>		
<b>Title: Contract Specialist - IS (Information Services)</b>		<b>Department/Number: Legal</b>
<b>Reports to: Corporate Counsel</b>		
<b>Job Code: 330002</b>	<b>FLSA Status: Exempt</b>	
<b>Manager Approval: K. Johnson 1-17</b>		<b>HR Approval: CMW 1-17</b>
<b>POSITION SUMMARY</b>		
<p>Under the direction of a supervising attorney, the Information Services (IS) Contract Specialist performs contract review, drafts information systems contracts utilizing templates approved by the legal department, and performs legal research on a variety of healthcare matters including, but not limited to, compliance and regulatory matters, physician and other healthcare provider licensing, and entities legal status.</p> <p>With the Procurement Department and the Legal Department, the IS Contract Specialist is responsible for providing guidance for all IS contracting relationships, promoting a culture of innovation and excellence in the delivery of services to our operational and strategic partners. The IS Contract Specialist will have a secondary reporting relationship to the Director of IS Project Management. This position interfaces with internal IS, Legal, Procurement, Project Management and Finance departments as well as with external contracting partners on the planning, support, budgeting, and operational execution efforts of new and existing IS contracts. Our contracts support medical faculty, clinical staff and administrative support staff in patient care, revenue cycle and business system continuity, teaching and research activities.</p> <p>The IS Contract Specialist functions as a team leader in the Information Services Department, ensuring effective, customer-focused, and service-oriented contracting operations while providing highest quality services to UW Health. The Administrator facilitates the development of departmental policies and procedures and is responsible for the team's adherence to these policies and procedures to ensure operational efficiency.</p> <p>The Specialist functions as a resource in advanced systems analysis and design for business partners, staff, and users to assist in complex problem troubleshooting and resolution. In conjunction with the Procurement and Legal Departments and the Information Services Project Management Office (PMO), the Administrator coordinates all projects, assigning sections or entire projects to members of the team for coordination and implementation. The incumbent is responsible for ensuring all staff members receive the necessary training to function at their assigned level.</p> <p>This position requires the ability to evaluate and analyze requirements and develop creative solutions to best support the legal and business needs of UW Health. The incumbent works with users and within appropriate governance structures to determine system requirements, process re-engineering issues, solution design, and implementation strategies. The Specialist must have the ability to justify system design and concepts to stakeholders in a manner that is easily understood. The incumbent must possess organizational skills that lead to the effective management of projects, tasks, applications, and employees. These skills include analysis, problem definition and solution, conflict resolution, team/project management, planning, and consulting. Excellent communication skills are crucial to successful performance in this position.</p> <p>Problems encountered are of a high degree of complexity and difficulty and require exceptional analytical skills, innovation and creativity to formulate and implement the mechanisms to identify and solve problems. Plans for new systems platforms and applications are often developed using only broad guidelines and require a high degree of independence, decision-making, and coordination.</p> <p>A wide variety of internal and external relationships are involved to perform the duties in this position. Internal contacts include representatives from all UW Health entities including Swedish American Health System and all affiliate partners UW Health Legal and IS support as a service provider. External contact is primarily with hardware and software vendors and industry peers. Developing and maintaining good communication and collaboration with these contacts is essential to accomplishing the objectives of this position and the goals of the UW Health enterprise.</p>		
<b>MAJOR RESPONSIBILITIES</b>		
<ol style="list-style-type: none"> <li>1. Assist with corporate due diligence, organization, proofing, editing and document processing.</li> <li>2. Assist attorneys, as directed, in large corporate transactions and other complex initiatives.</li> <li>3. Assist attorneys in investigating facts and drafting correspondence relating to member and provider complaints, benefits issues, and other matters, as directed.</li> <li>4. Respond to basic legal and compliance questions regarding contracting, information systems relationships, HIPAA and other healthcare matters.</li> <li>5. Perform legal research in response to inquiries from attorneys and other hospital staff. Provide verbal and/or written summaries of research results.</li> <li>6. Organize and maintain project files. Establish and maintain task and deadline reminder system</li> </ol>		



## UW HEALTH JOB DESCRIPTION

7.	Maintain and update appropriate database(s), including document uploading, task management updates and user issues.
8.	Act as liaison among various internal departments, as well as clients and outside agencies.
9.	Review and organize files.
10.	Interfaces with outside legal counsel to obtain expert advice and counsel as required.
11.	Serve as a legal / contracts resource for the legal department.
12.	Review and track vendor contracts and agreements.
13.	Review and track enterprise contractual addenda.
14.	Perform other general legal support, and complete special projects as needed.
15.	Interface with internal IS, Legal, Procurement , Project Management and Finance departments as well as with external contracting partners on the planning, support, budgeting, and operational execution efforts of new and existing IS contracts.
16.	Serve as a liaison between IS, Procurement and Legal for all IS contracting needs.
17.	Develop pre-negotiation strategy and position; Review and make recommendations on contract type, financial terms and cost proposals to optimize cash flow and mitigate financial risk within IS contract negotiations.
18.	Analyze cost proposals including the elements of cost such as direct labor, hardware, software, maintenance, and utilities.
19.	Receive proposals and facilitate the technical evaluation during evaluation process. Determine proposals to be responsive and responsible to the solicitation and safeguard confidential information.
20.	Conduct debriefings with unsuccessful proposers describing the strengths, weaknesses and risks of their proposal.
21.	Monitor contracts for potential problems and recommend methods to deal with the issues.
22.	Under the supervision of Legal, terminate contracts, negotiate settlement with Contractor based on termination type and contract terms and conditions, and prepare termination settlement and closing documents.
23.	Prepare solicitation documents, develop source lists, determine requirements needed to support proposals, and identified potential respondents.
24.	Conduct pre-proposal conferences and assist assigned Project Managers in answering questions and clarifying requirements for potential proposers.
25.	Develop contractual language and clauses necessary for unusual services or research and development contracts. Obtain concurrence of Legal Counsel.
26.	Review and propose subcontracts, monitor contract deliveries and schedules; process invoices and notify Project Manager of potential contractual problems and bring closure to any disagreements with the contractor.
27.	Provide assistance to technical personnel in developing statements of work, schedules, work orders, and other contract requirements.
28.	Work collectively with the IS Business Operations Manager to ensure contract pricing is accounted for and in line with budget.
29.	Attend technical reviews and perform contractual interface with Contractors to include receiving and transmitting all correspondence relating to deliverables, contract changes, approvals, invoices, and payments.
30.	Conduct pre-award surveys and provisioning conferences for spare parts, as required.
31.	Maintain contract files and records; prepare status reports; and, reconcile differences with Finance.
32.	Develop and maintain policies and procedures related to IS contracting processes.
33.	Develop and maintain a Request for Proposal (RFP) framework.
34.	Support the IS Contract Database to ensure timely contract renewal, the accurate budgeting of contract expenses and tracking vendor service levels/response to the contracted support terms and conditions
35.	Determine priorities and time lines for team projects and adjust as necessary to ensure projects are completed in a timely manner.
36.	Understand business needs and processes for area of responsibility. Work with the appropriate leaders/team to ensure the infrastructure and/or applications support current and planned business needs.
37.	Responsible for conducting regular status meetings with staff assigned to specific projects.

**All duties and requirements must adhere and uphold to UW Health Service and Performance Standards.**

### POSITION REQUIREMENTS

Education	Minimum	Associate's degree in paralegal or other relevant field
	Preferred	
Work Experience	Minimum	<ul style="list-style-type: none"> <li>Three (3) years of experience in contract negotiation and management</li> </ul>



## UW HEALTH JOB DESCRIPTION

	Preferred	<ul style="list-style-type: none"> <li>Five years paralegal experience with a positive progression resulting in greater levels of responsibility and leadership based upon proven success.</li> <li>Proven experience in collaboration and development of successful partnerships between IS and operations.</li> <li>Experience within an Information Services related field with exposure to a variety of technologies</li> <li>Experience working across the systems development or operational life cycle</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	<ul style="list-style-type: none"> <li>Certified Professional Contracts Manager (CPCM) CPHIMS, PMP, ITIL</li> </ul>
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Extensive contract administration experience to include the responsibility for the total management of hardware and software contracts as well as professional service contracts and other major specialized contracts.</li> <li>Ability to communicate effectively, orally and in writing, including the use of customer service skills, ability to provide clear concise explanations when speaking in public, to groups, to management and Board personnel, and the ability to deal effectively with irate individuals using tact and diplomacy.</li> <li>Ability to negotiate contracts.</li> <li>Ability to use good judgment.</li> <li>Ability to maintain confidentiality.</li> <li>Ability to research and analyze information regarding contracts.</li> <li>Demonstrated ability to work effectively in a diverse workforce.</li> <li>Excellent leadership skills with ability to bring diverse personalities together, have a take-charge attitude, work collaboratively and execute rapidly.</li> <li>Excellent organizational, written and verbal presentation skills.</li> <li>Ability to work with IS users and all levels of management.</li> <li>Ability to meet deadlines, work under pressure, manage multiple projects and budget for the IS environment.</li> <li>Health care industry experience.</li> <li>Demonstrate effective communication and partnership with senior management, clinical, administrative, revenue cycle and operational partners, vendors, and external healthcare organizations.</li> <li>Ability to work well with people from different disciplines with varying degrees of technical and operational experience.</li> <li>Ability to provide leadership, vision and promote a culture of excellence and innovation.</li> <li>Demonstrate the ability to mentor staff and assist them in attaining desired results based on individual goals and objectives.</li> <li>Effective interpersonal skills.</li> <li>Ability to manage multiple tasks with ease and efficiency.</li> <li>Ability to effectively manage change.</li> </ul>

### 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
<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	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>



## UW HEALTH JOB DESCRIPTION

	maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.			
	<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

---

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.