

UW HEALTH JOB DESCRIPTION

Operations Support Specialist

Job Code: 300066	FLSA Status: Non-Exempt	Mgt. Approval: System	Date: August 2020
Department: System		HR Approval: J. Theisen	Date: August 2020

JOB SUMMARY

The Operations Support Specialist is responsible for providing departmental system support, which may include Health Link and/or other large-scale systems. Under the guidance of higher-level Analysts and departmental leadership, the Support Specialist serves as the primary departmental contact for system related questions and problems. Additionally, the incumbent is responsible for providing application and system training, application processing, and systems updates based on defined specifications.

MAJOR RESPONSIBILITIES

Perform all or a combination of the following duties:

Workflow Development and Documentation:

- Assists in documenting underlying needs of the department.
- Assists in the development of project plans and workflows.
- Assists operational leaders in implementing workflow changes.
- Collects information from department end-users regarding potential enhancement needs and works with departmental teams to validate and prioritize these enhancements.

Application Processing:

- Under guidance from other Analysts, prioritizes and implements changes as requested.
- Follows change control procedures for the system.
- Ensures upgrades are well coordinated and that they are implemented in a safe and timely manner.
- Follows standards for naming and numbering conventions and security classifications.
- Maintains rules and documentation for how each new version is released.
- Analyzes new functionality in releases to determine whether or how it should be used.

Application Training:

- Provides ongoing departmental training and support.
- Participates in developing and delivering communication for all upgrades/ changes.
- Works with department leaders to prioritize and determine timelines for scheduling of training for end-users as necessary for large upgrades and/or large changes to functionality or workflows.
- Ensures all staff has adequate and appropriate security class assignments and have been issued log-in access upon training completion.
- Provides communication to department staff regarding systems outages and ensures downtime materials are up to date and staff is trained.

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

JOB REQUIREMENTS

Education	Minimum	Associates Degree in Business, IT, Accounting, Finance or related field. Two (2) years of relevant experience may be considered in lieu of the degree in addition to the experience below.
	Preferred	Bachelor's Degree in Business, IT, Accounting, Finance or related field
Work Experience	Minimum	One (1) year of experience in healthcare, accounting, business administration, finance, analytics, project leadership, or related experience
	Preferred	Two (2) years of experience in healthcare, accounting, business administration, finance, analytics, project leadership, or related experience
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> Ability to communicate effectively. Strong analytical skills. Excellent problem-solving and organizational abilities. Capable of interacting with all levels of staff as well as working with vendors Ability to work independently and be result oriented. Effective communication and interpersonal skills, including the ability to promote teamwork and ensure a high degree of internal and external customer satisfaction. Consultative approach to working with users in assessing needs and requirements. Ability to manage multiple tasks with ease and efficiency. 								
AGE SPECIFIC COMPETENCY (Clinical jobs only)									
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.									
Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,									
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Infants (Birth – 11 months)</td> <td style="width: 50%;">Adolescent (13 – 19 years)</td> </tr> <tr> <td>Toddlers (1 – 3 years)</td> <td>Young Adult (20 – 40 years)</td> </tr> <tr> <td>Preschool (4 – 5 years)</td> <td>Middle Adult (41 – 65 years)</td> </tr> <tr> <td>School Age (6 – 12 years)</td> <td>Older Adult (Over 65 years)</td> </tr> </table>	Infants (Birth – 11 months)	Adolescent (13 – 19 years)	Toddlers (1 – 3 years)	Young Adult (20 – 40 years)	Preschool (4 – 5 years)	Middle Adult (41 – 65 years)	School Age (6 – 12 years)	Older Adult (Over 65 years)
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JOB FUNCTIONS									
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.									
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	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 25%;">Occasional Up to 33% of the time</th> <th style="width: 25%;">Frequent 34%-66% of the time</th> <th style="width: 25%;">Constant 67%-100% of the time</th> </tr> </table>	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time					
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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.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Up to 10#</td> <td style="width: 25%;">Negligible</td> <td style="width: 25%;">Negligible</td> </tr> </table>	Up to 10#	Negligible	Negligible					
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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.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Up to 20#</td> <td style="width: 25%;">Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td> <td style="width: 25%;">Negligible or constant push/pull of items of negligible weight</td> </tr> </table>	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					
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Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">20-50#</td> <td style="width: 25%;">10-25#</td> <td style="width: 25%;">Negligible-10#</td> </tr> </table>	20-50#	10-25#	Negligible-10#					
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Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">50-100#</td> <td style="width: 25%;">25-50#</td> <td style="width: 25%;">10-20#</td> </tr> </table>	50-100#	25-50#	10-20#					
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Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Over 100#</td> <td style="width: 25%;">Over 50#</td> <td style="width: 25%;">Over 20#</td> </tr> </table>	Over 100#	Over 50#	Over 20#					
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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.