

UW HEALTH JOB DESCRIPTION

Regional Data Coordinator

Job Code: 20026	FLSA Status: Exempt	Mgt. Approval: E.Strutz	Date: 5-17
Department : UHC		HR Approval: MJG	Date: 5-17

JOB SUMMARY

Under the general direction of the System Integration Director, the Regional Data Coordinator serves as the primary resource to coordinate the daily activities of the Microsoft Dynamics 365 system, and projects related to data profiles of referring and regional physicians, including the documentation of process flows and data maintenance tasks.

This position functions as the system administrator and subject matter expert for the Microsoft Dynamics 365 system. This includes general user management, security roles and access, system upgrades, and administering 365 data quality reviews and corrections for global entities. This position processes recurring data reports for customers as needed, in a timely manner. This position is also responsible for maintaining knowledge of Customer Relationship Management (CRM) best practices to inform future enhancements to the system.

MAJOR RESPONSIBILITIES

1. Serves as system administrator and primary point of contact for the Microsoft Dynamics 365 system. This includes general user management, security roles and access, system upgrades, and administering duplicate detection rules for global entities.
2. Collaborates with Enterprise Analytics to maximize data integrity, quality and consistency in data flow of provider profiles in 365.
3. Provides project management support, including facilitation of meetings to monitor projects, changes, and develops/promotes best practice guidelines.
 - a. Communicates with end users as needed regarding system changes.
4. Provides training and support on how to effectively use the Microsoft Dynamics 365 system, including maintenance of training documentation.
5. Serves as the primary liaison between UW Health, Microsoft Dynamics 365 system, software consultants, and UW Health to resolve issues, escalating when appropriate.
6. Identifies patterns in problematic system functionality and works with the application analysts to identify and implement resolutions.
 - a. Tracks and manages 365 projects and issues and works with necessary stakeholders and leadership to assure resolution.
7. Serves as the subject matter expert related to the CRM tools and processes, including staying up to date on national best practices to inform improvements.
8. Works with leadership to develop and modify 365 forms, reports, system level views, mailing lists, and dashboards to meet business needs.
9. Identifies and supports the development of opportunities for improvement within the Microsoft Dynamics 365 system and provider data flow between sources.
10. Using SAS EG, performs recurring report requests, completing any data cleanup as needed or delegating to others as appropriate.

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

JOB REQUIREMENTS

Education	Minimum	High School Diploma
	Preferred	Bachelor's degree in Information Technology, Business, or related field
Work Experience	Minimum	2 years of experience in IS customer service role 1 years of experience with multi dimension database structures
	Preferred	1 years of experience in clinical systems analysis preferred
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Proficient knowledge of Microsoft Office Suite required Experience with Microsoft Dynamics 365, and Epic SER records is preferred Experience with SAS EG query language preferred Technical and analytical ability to assess clinical system functionality and/or problems Ability to analyze clinical use of product, determine patterns and communicate potential improvements Ability to clearly communicate technical and/or complex topics to non-technical

UW HEALTH JOB DESCRIPTION

	staff <ul style="list-style-type: none"> • Ability to work independently and self-motivate in pursuit of broad objectives • Experience in clinical system development/implementation strongly preferred • Excellent organizational and multi-tasking skills with the ability to prioritize, manage and complete multiple priorities required • Excellent written and oral communication skills and an ability to acquire and assimilate new knowledge and skills required • Attention to detail to ensure data accuracy and high quality of data are maintained • Project management skills to ensure application projects are completed in a timely and high quality manner 		
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,			
	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)
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		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
	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
	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#
	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#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#
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.