

UW HEALTH JOB DESCRIPTION

Ophthalmic Equipment & Systems Coordinator

Job Code: 920015	FLSA Status: Non-Exempt	Mgt. Approval: C. Murphy	Date: June 2023
Department: Ophthalmology		HR Approval: J. Olson	Date: June 2023

JOB SUMMARY

The Ophthalmic Equipment & Systems Coordinator provides support to the Department of Ophthalmology by performing a variety of tasks associated with the procurement, installation, maintenance, calibration, and repair of ophthalmic equipment and supplies.

This position is dedicated to ensuring that critical medical/surgical supplies and equipment are readily available to all clinicians practicing within the assigned area of responsibility. Servicing this equipment requires knowledge and skill in configuring and troubleshooting ophthalmic devices and record keeping of inventory, repairs, and preventative maintenance. Responsibilities also include setting levels, requisitioning, verifying/expediting with suppliers, evaluating substitutions, expiration dating, and accounting. Activities by this person have a considerable impact upon direct patient care and those who provide that care.

The incumbent must have detailed knowledge of all areas of assigned responsibility. Expertise by the incumbent is required to anticipate their customer needs by using historical and current knowledge of clinical activities. This position ensures quick and accurate responses to customer requests. This position is a liaison between Healthcare Technology Management (HTM), Biomedical Engineering, numerous suppliers, Procurement Services, and customers.

MAJOR RESPONSIBILITIES

- Provides in-house expertise and technical support to end users on ophthalmic equipment and testing.
- Maintains Department of Ophthalmology equipment database. Keeps accurate records of all maintenance activities performed.
- Identifies, researches, and resolves technical problems, working with other UW Health departments and/or outside vendors/technical support as needed.
- Assists in the installation and inventory of ophthalmic equipment and systems.
- Assists with inspections, troubleshooting, and repairs of ophthalmic equipment and systems.
- Performs/arranges and records preventative maintenance of assigned equipment through periodic performance checks and measurements.
- Acts as department's laser safety officer liaison.
- Assists with urgent device corrections and ensures equipment and product recalls are acted upon in a timely manner to promote safety of patients, visitors, and staff.
- Ensures assigned customers have everything they need for patient care by preparing, reviewing, editing, and submitting inventory and non-inventory requisitions for owned and consigned medical/surgical supply items.
- Serves as the subject matter expert for clinicians regarding various critical ophthalmic supply inventories.
- Troubleshoots frequent situations occurring outside of routine practices.
- Provides communication and advice to clinical customers regarding equipment and supply changes and availability.
- Work collaboratively with team to constantly improve requisitioning and purchasing processes.
- Researches and promptly resolves purchase order, receiving, and invoice matching issues.
- Conducts periodic cycle counts of ophthalmic surgical/procedural inventory under their purview and resolves all discrepancies between electronic and physical counts.
- Processes and coordinates Returned Materials Authorizations (RMAs) for returned goods and surgical instrument repairs.
- Oversees high-dollar equipment rentals and connects with suppliers and customers.

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

JOB REQUIREMENTS

Education	Minimum	High School graduate or equivalent
	Preferred	Degree in Electronics, Biomedical Engineering, or related field
Work Experience	Minimum	One (1) year of previous ophthalmic clinical and/or equipment experience
	Preferred	Five (5) years of previous ophthalmic clinical experience
Licenses & Certifications	Minimum	

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Preferred	Certified Ophthalmic Technician
Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> Ability to troubleshoot and repair failures in ophthalmic equipment Basic knowledge of ophthalmic testing equipment and applications Basic knowledge of electronic test equipment and applications Basic knowledge of ophthalmic physiologic and medical terminology Ability to understand and follow established preventative maintenance procedures Proven ability to work collaboratively and effectively with individuals under stress Strong computer skills including word processing, email, calendar, database, and department-specific software Strong analytical skills Strong Interpersonal skills Ability to work independently and as a team member Extensive knowledge of ophthalmic practice and information systems combined with a high degree of analytical skills

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. *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
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, 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
X 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#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

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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.