

UW HEALTH JOB DESCRIPTION

Application Deployment & Integration Analyst

Job Code: 330004	FLSA Status: Exempt	Mgt. Approval: P. Rushiti	Date: November 2021
Department: IS - Service Operations		HR Approval: N. Lazaro	Date: November 2021

JOB SUMMARY

Under the direction of the End User Operations Manager, the Application Deployment & Integration Analyst is responsible for build and administration of the UW Health infrastructure environment, including the Active Directory, Group Policy, VDI, Operating Systems and Security designs. This includes leading system upgrades, performing software programming, system maintenance and configuring.

The Application Deployment & Integration Analyst is responsible for Application Packaging and Deployment administration and completes all planning and implementing projects related to Information Systems & Applications for all UW Health employees. The Application Deployment & Integration Analyst is responsible for ensuring hardware and software systems are fully updated, deployed, implemented and functioning. Using patch management and software distribution tools. This individual will ensure applications and updates are implemented enterprise-wide in a timely and successful manner. In many instances the Application Deployment & Integration Analyst must also prepare instructions for package deployment and maintain detailed documentation for the team. This includes all IS related systems, communication systems and, in some cases, IS driven security systems. The Application Deployment & Integration Analyst will work with IS professionals and manage the application packages and deployment process. This requires the individual to stay current with all IT systems and/or applications as well as interfacing with UW Health departmental and external analysts.

This position participates in a 24/7 on call rotation to support a variety of different software support needs for UW Health.

The Application Deployment & Integration Analyst is responsible for all aspects of the following responsibilities as well as guiding other staff. Analyst level projects are generally of moderate complexity and incumbents may simultaneously lead multiple projects to completion.

MAJOR RESPONSIBILITIES

- Provide prompt and reliable response to emergent issues during working and on-call hours.
- Identify and develop opportunities for systems and processes improvement.
- System analysis, packaging and implementation of software with System Center Configuration Manager (SCCM).
- Manage all anti-virus configurations and deployments, including firewall settings.
- Manage the Active Directory and Group Policy configuration.
- Manage virtual infrastructure.
- Manage server and workstation performance utilization for best utilization of resources by cleaning up old and unused objects in Active Directory and SCCM.
- Troubleshoot OS and Application issues and errors.
- Monitor and work tasks in the ticketing system queue for application packaging and upgrade requests.
- Provide analysis and reports to IS leadership.
- Assist with project documentation preparation and status reports as necessary.
- Perform advanced technical support for Microsoft operating systems, application software, and systems prior to desktop deployment.
- Support all UW-Health workstation software deployment, security, and image design.
- Manage SCCM Security patches and updates in compliance with security needs.
- Manage and maintain Microsoft Windows Operating Systems, including security and patch updates.
- VDI maintenance and troubleshooting opportunities.
- Perform continual assessment of available application packaging and deployment enhancements and requirements to facilitate continued improvements in software capability as required to meet the goals prioritized by the UW Health.
- Help packaging and deployment of vendor applications systems with supporting IS analysts.
- Assure existing systems are secure and processing effectively and accurately according to objectives.
- Work on project assignments as related to applications or other sections of projects.
- Provide project management staff with status reports regarding assigned projects and assist with project documentation preparation, as necessary.

UW HEALTH JOB DESCRIPTION

- Serve as liaison between Hospital departments and medical faculty, UWH and vendor representatives during application packaging, application research and deployment process. In addition, coordinate implementation of applications between IS Analysts and user groups.
- Coordinate with other team members and prepare for packaging and deployment of new applications.
- Maintain and update the UW Health Image software.
- Mentor counterparts within the department teaching solutions as well as best practices.

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

JOB REQUIREMENTS

Education	Minimum	Associate Degree in Healthcare, Information Technology, Business, or related field (2 years of relevant experience may be considered in lieu of degree in addition to experience below)
	Preferred	Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred.
Work Experience	Minimum	Two (2) years relevant experience
	Preferred	5-7 years relevant experience in a Healthcare setting Additional experience with scripts to manage Microsoft Windows systems and applications
Licenses & Certifications	Minimum	
	Preferred	Successful completion of SCCM training
Required Skills, Knowledge, and Abilities		<p>IS Core Competencies* Demonstrates intermediate level competency in the following:</p> <ul style="list-style-type: none"> • Communication • Effective Team Member • Critical Thinking • Respect for People • Continuous Improvement <p>*Comprehensive list of IS core competencies available in the IS competency library.</p> <p>Other Knowledge, Skills & Abilities</p> <ul style="list-style-type: none"> • Exceptional customer service. • Knowledge of and ability to provide analysis and quantitative/qualitative study designs. • Knowledge of Microsoft Active Directory and Group Policies. • Knowledge of SCCM. • Computer skills including Microsoft Office products required. • Ability to work independently and be result oriented. • Capable of interacting with all levels of staff. • Effective interpersonal skills, including the ability to promote teamwork and ensures 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. • Basic concepts of ITIL framework.

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	Up to 10#	Negligible	Negligible

UW HEALTH JOB DESCRIPTION

	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.			
X	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
	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:				

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.