

UW HEALTH JOB DESCRIPTION

Sr Applications Analyst

Job Code: 340039	FLSA Status: Exempt	Mgt. Approval: J. Long	Date: November 2022
Department: Information Systems		HR Approval: M. Grayson	Date: November 2022

JOB SUMMARY

The Sr Applications Analyst leads the development, adoption, education, optimization, and support for assigned applications, systems, and platforms within the UW Health Information Services portfolio. This includes collaboration with stakeholders to develop complex workflows, needs assessment, facilitation of complex discussions, designing and implementing solutions, and driving organizational change. The Senior Analyst independently partners with a variety of colleagues and stakeholders to enhance the value and efficiency of solutions and platforms.

The Senior Analyst cultivates trusted advisor relationships with a variety of colleagues and stakeholders, coordinating solution delivery and adoption across the enterprise. The Senior Analyst drives solutions by proactively identifying process improvement opportunities for partners and within the team and isolating the root cause of problem.

The Senior Analyst will lead complex, large-scale projects and exercise knowledge in one or more systems, platforms, and technologies supporting patient care, revenue cycle, business areas, and administrative operations including:

- Electronic medical record (Epic) including patient portal, telehealth solutions, remote patient monitoring, and other solutions to enhance patient health
- Picture Archiving and Communication System (PACS), Vendor Neutral Archive (VNA), and related imaging systems
- Laboratory, cardiology, radiation oncology, and other clinical specialty areas
- Content management (OnBase), document administration and scanning, time and attendance, business productivity (Office 365), human resources, finance, and other specialty areas
- Enterprise resource planning and performance management (Oracle Cloud)

The platforms and systems include a combination of on premise and cloud-based technologies. Leveraging deep and broad understanding of technology infrastructure, information security practices, and systems hardening, the Senior Analyst leads interface development, interoperability, and integration to strengthen highly reliable and secure platforms supporting remarkable healthcare.

The Senior Applications Analyst works closely with employees and leaders across UW Health, UW School of Medicine and Public Health, partners, and affiliates. The Senior Applications Analyst participates in 24x7x365 on-call rotation, including periodic off hours work.

MAJOR RESPONSIBILITIES

Deliver solutions

- Independently and proactively lead successful initiatives of significant scope to enhance platforms, deliver solutions, and provide on-going optimization and support.
- Develop an enhanced understanding of the patient journey and perspective. Influence and design the workflows, business processes, value streams, and identify key challenges for assigned areas.
- Independently participate in and/or lead cross-functional teams to leverage knowledge and skill with a variety of applications, tools, and technologies, supporting successful initiatives and ensuring system and partner priorities are met.
- Facilitate and provide systems analysis, design, and deployment of new technologies and innovations for UW Health and respective partners.
- Define project objectives and ensure deliverables are met within set timelines. Identify and communicate risks and develop solutions.
- Develop and maintain trusted advisor relationships with business, clinical, and operations leaders that include guidance for optimizing use of technology capabilities and deliverables. This includes liaison between stakeholders and vendor representatives.
- Define and lead opportunities of significant scope to improve system and platform reliability and automate repetitive processes.
- Participate and occasionally facilitate in architecture and deployment of data flow in and between multiple systems.
- Participate in product management for minor, moderate, and major systems where applicable.
- Plan roadmaps and/or product lifecycle for minor application solutions.
- Identify problem-solving opportunities, perform root cause analysis, and develop recommendation for improvements.
- Identify opportunities for new and existing technologies to advance the management and automation to its fullest capabilities.

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Improve processes and standards

- Identify, participate in, and lead improvement huddles, projects, and teams across UW Health and our partners. Be a change advocate. Ask the question "why" and don't accept the status quo.
- Lead and facilitate the development and delivery of training relevant to several areas of expertise.

Effective Team Member

- Lead by example to improve the culture of safety, respect, customer service, and continuous improvement across UW Health IS and the organization. Encourage and motivate others to do the same.
- Consistently demonstrate and lead by example teamwork, partnership, collaboration, and personal and team accountability.
- Mentor and teach colleagues with less experience and provide feedback to others as appropriate.
- Work with teams to review solution proposals for process improvements.

Demonstrate Leadership

- Hold team-level responsibilities and lead the team for medium to large projects.
- Participate in team interviews, provide recommendations, and ensure that new team members add experience and competencies that strengthen the team.
- Lead through influence to improve team dynamics where needed, including recognizing dysfunctional team behavior.
- Create an environment of trust, discourage group think, seek opposing views, respect differences and value diversity.

Technical Leadership:

- Lead others to develop increasing proficiency within application platforms and solutions.
- Successfully complete ongoing and new technical training, including obtaining certifications relevant for the position within the time period required per department guidelines.
- Understand cross functionality and impact analysis between systems through leadership of cross-functional teams.
- Translate and articulate operational needs and complex technical components to our partners in a simple, easy to understand manner.
- Understand and implement industry standard information security culture and practices, including regulatory awareness, privacy, and security.
- Evolve and improve platforms and systems, as applicable for the position, including networking, server infrastructure, server administration, interfaces, APIs, vulnerability management, system access including role-based provisioning, and system hardening.

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

JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> • Associate degree in Healthcare, Information Technology, Business, Health Administration, Engineering, or related field • Two (2) years of relevant experience and education may be considered in lieu of degree
	Preferred	<ul style="list-style-type: none"> • Bachelor's or Master's degree in Healthcare, Information Technology, Business, Health Administration, Engineering, or related field.
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success in design, development, configuration, support, and adoption of medium to large-scale solutions. • Demonstrated success collaborating with operational partners to improve workflows and simplify processes. • Demonstrated success improving operational excellence, eliminating waste, and reducing technical and financial debt. • Demonstrated success teaching and mentoring. • Demonstrated success creating trusted-advisor relationships.
	Preferred	<ul style="list-style-type: none"> • Demonstrated success in design, development, configuration, support, and adoption of medium to large-scale solutions using the applications, tools, and platforms relevant to the position • Three (3) to five (5) years progressively responsible experience in an IS applications field. • Demonstrated success working on or leading initiatives that use agile methods.

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		<ul style="list-style-type: none"> Experience in information services or technology, direct clinical care, health care operations, or health care administration. Healthcare subject matter expertise including at least five (5) years experience in a health system, academic medical center, or health payer organization. Experience supporting systems and/or operations in a 24x7 health care setting.
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> None
	Preferred	<ul style="list-style-type: none"> Vendor (e.g. Epic, Oracle, other) certifications as relevant for the position, per department guidelines CPHIMS, PMP, ITIL
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies:</u></p> <p>Intermediate proficiency in the following areas:</p> <ul style="list-style-type: none"> Communication Critical thinking Mentoring and teaching Technical leadership of applicable products or platforms Lean management agile methodologies <p>Intermediate proficiency in at least 3 leadership competencies including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leads & develops people</p> <p>Developing intermediate proficiency in the following areas:</p> <ul style="list-style-type: none"> Leading highly empowered, self-directed teams Leading without direct authority <p><u>Position specific competencies</u></p> <ul style="list-style-type: none"> Advanced proficiency in at least 2 and intermediate in all IS application competencies including application security, customer service, data flow architecting, subject matter expertise, systems analysis and design, software testing, and troubleshooting. Intermediate proficiency in project management Intermediate proficiency in product management Developing intermediate proficiency in organizational change management Developing intermediate proficiency in technology awareness and strategic planning Emerging proficiency in business relationship management <p><u>Other required skills, knowledge, and abilities</u></p> <p><u>Delivering Solutions:</u></p> <ul style="list-style-type: none"> Demonstrated ability to initiate and follow through on projects of any level of moderate to high complexity projects, manage multiple tasks, and meet deadlines Demonstrates professional maturity surrounding data access, data security, data sensitivity and data confidentiality

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
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	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,	Up to 20#	Up to 10# or requires significant walking or standing, or requires	Negligible or constant push/pull of items of negligible weight

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	a job is in this category when it requires walking or standing to a significant degree.		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#	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#
List any other physical requirements or bona fide occupational qualifications:				