Applications Supervisor

Job Code: 332020	FLSA Status: Exempt	Mgt. Approval: J. Long	Date: November 2022
Department: Information Systems		HR Approval: M. Grayson	Date: November 2022

JOB SUMMARY

The Applications Supervisor supports a portfolio of clinical and/or business products and platforms aligned with the strategic goals and objectives for UW Health. Working closely with the Manager and other colleagues, the Supervisor leads solution ideation, development, configuration, sustainment, and adoption for their portfolio. The Supervisor implements improvements in the application platform to align process and practice with the UW Health and IS strategic plans.

Working in close partnership with colleagues across IS, the Supervisor delivers solutions and assists with continuous enhancement of application architecture and platforms. The Supervisor identifies opportunities to improve efficiency and effectiveness, implements the improvements, and constantly ensures that all team members are working at the top of their skills and knowledge. The Supervisor supports their team and operational colleagues to ensure successful organizational change management, adoption of solutions, and value realization.

The Supervisor develops, grows, and mentors their team. The Supervisor supports talent development per the priorities in the IS talent roadmap, including skills and capabilities essential for innovation and growth.

The Supervisor demonstrates success in developing highly empowered, self-directed teams and promotes a culture centered on respect, service, empowerment, and accountability. The Supervisor develops and sustains consultative, trusted advisor relationships with stakeholders. The Supervisor and their team contribute to a learning environment and a learning health system, across the missions of an academic medical system.

The Supervisor leads proficiency improvement in leadership, technical leadership, and domain-specific competencies. The Supervisor supports data literacy and data governance improvement across UW Health. The Supervisor leads improvements in information security culture and practices, including regulatory awareness, privacy, and security.

MAJOR RESPONSIBILITIES

Grow team and talent
- Recruit, grow and retain talented, passionate health care application professionals including clinical applications, business applications, patient-facing tools and platforms, integration, and interoperability.
- Promote a highly collaborative, highly empowered, self-directed team culture.
- Ensure that all team members are constantly improving and working at the top of their skills and knowledge.
- Lead cross-training and similar programs to increase versatility of all team members.
- Position UW Health as a highly regarded sought-out employer for healthcare IT talent in the regional and national markets.

Deliver solutions
- Deliver the highest value sustainable solutions across UW Health, affiliates, and partners.
- Lead delivery of solutions that optimize workflow, improve patient care, and improve clinical and operational efficiency and satisfaction. Provide insights and decision support to improve business practices and outcomes.
- Drive continued maturation, improvement, and reduction of technical debt for systems and platforms.
- Provide technical leadership for assigned areas, teams, programs, and products.
- Independently develop and maintain trusted advisor relationships with business, clinical, and operations leaders and with external partners, including prioritization of roadmap items based on strategies and value.
- Manage medium and/or largescale initiatives, products, and/or platforms.
- Support data governance and data literacy initiatives, driving maturation as a data driven organization.

Improve processes and standards
- Lead improvement in agility within UW Health IS and across the organization.
- Lead improvement teams and projects within IS or at the organizational level.
- Lead the development and delivery of training relevant to the areas and teams you serve.
- Lead the team and model service behaviors and service standards. Ensures that service expectations are understood by the team. Promote and strengthen employee engagement and process improvement initiatives to assure service standards are met.

Effective Team Member
- Lead the culture of safety, respect, customer service and continuous improvement across UW Health IS and the organization.
- Consistently demonstrate a very high level of teamwork, partnership, and collaboration.

- Consistently demonstrate and promote a very high level of leading by example, partnership, collaboration, and personal and team accountability.
- Actively mentor and teach other colleagues by contributing experience and insight to the team and to UW Health.

Leadership
- Consistently perform all leader standard work expected for UW Health supervisors.
- Serve as an effective financial steward, collaborating with leaders on budget management, contracts, and vendor management.
- Serve, where applicable, as the business relationship manager, delivery team leader, product manager or owner, or program leader for assigned areas and initiatives.
- Be a role model for successful cross-functional team leadership and leading without direct authority
- Lead improvement in the information security culture and practices, including regulatory awareness, privacy, and security.

Technical Leadership:
- Continuously develop your knowledge and understanding of the overall landscape of clinical and business applications, emerging trends and technologies, and adoption of applications.
- Successfully complete ongoing and new technical training, including obtaining certifications relevant for the position within the time period required per department guidelines.
- Support and encourage an environment of innovation and learning to ensure our team members grow their skills, remain current with relevant technologies, and maintain awareness of industry best practices.
- Ensure continuous curation and optimization of the application portfolio, including reduction of technical debt and retirement of systems, exploring new technologies etc. to achieve efficiency and increase value delivered.
- Lead the ongoing commitment to improving system and platform reliability, and automation of repetitive processes.

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

JOB REQUIREMENTS		
Education	Minimum	• Bachelor's degree in Healthcare, Information Technology, Business, Health Administration, Engineering, or related field • Four (4) years of relevant experience and education may be considered in lieu of degree
	Preferred	• Master's degree in Healthcare, Information Technology, Business, Health Administration, Engineering, or related field strongly preferred
Work Experience	Minimum	• Demonstrated success leading the 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 identifying and implementing improvements in platforms, standards, and processes leading to increased operational excellence, elimination of waste, and reduced technical debt. • Demonstrated success training and mentoring team members. • Demonstrated success forming and sustaining collaborative, trusted-advisor relationships with stakeholders and IS colleagues.
	Preferred	• Demonstrated success delivering a combination of projects, products, and recurring operations. • Five (5) years progressive experience in IS or Informatics project, product, and solution delivery. • Two (2) years progressive leadership experience within healthcare IT or Informatics • Demonstrated success working on or leading initiatives that use agile methods • Experience in 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 healthcare setting.
Licenses & Certifications	Minimum	• None
	Preferred	• Vendor (e.g. Epic, Oracle, other) certifications as relevant for the position, per department guidelines

	• CPHIMS, PMP, ITIL
Required Skills, Knowledge, and Abilities	Information Services (IS) Core Competencies: Advanced proficiency in the following areas: • Communication • Critical thinking Intermediate proficiency in the following areas: • Leadership including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leads & develops people • Mentoring and teaching • Leading highly empowered, self-directed teams including cross-functional teams • Technical leadership of applicable products or platforms • Leading without direct authority • Lean management • agile methodologies Position specific competencies: • Advanced proficiency in at least 2 and intermediate competency in at least 4 additional 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 business relationship management • Intermediate proficiency in product management • Intermediate proficiency in technology awareness and strategic planning • Developing intermediate proficiency in organizational change management Other required skills, knowledge, and abilities: Delivering Solutions: • Multiple successful domain level initiatives, with significant role in development and implementation • Consistent demonstrated success in data-driven change management - from data story to implementing change • Demonstrates professional maturity surrounding data access, data security, data sensitivity and data confidentiality People: • Ability to proactively engage others at all levels of the organization • Ability to lead a team • Ability to work in agile, iterative frameworks and coach others on agile mindset

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, 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#**

		50-100#	25-50#	10-20#
	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:				