

UW HEALTH JOB DESCRIPTION

End User Device Supervisor

Job Code: 332006	FLSA Status: Exempt	Mgt. Approval: P. Rushiti	Date: November 2021
Department: 1007087		HR Approval: N. Lazaro	Date: November 2021

JOB SUMMARY

The End User Device Supervisor is responsible for supervising a professional work team of End User Device (EUTS) staff. The team supports medical faculty, clinical staff and administrative support staff in all areas of end user device computing and system applications. The Supervisor will plan, organize, assign, schedule and manage the team workflow.

The End User Device Supervisor is a leader in the Information Services Department ensuring effective operation of the team as a service-oriented team providing the highest quality services to UW Health. The Supervisor is responsible for ensuring all staff members receive the necessary training to function at their assigned level and for developing their skills to enhance the team's function and efficiency.

The Supervisor will function as an expert resource in advanced systems analysis, hardware solutions and design for operational partners and for staff and users to assist in complex problem troubleshooting and resolution. In conjunction with the IS Project Management Office (PMO), the Supervisor coordinates all projects, assigning sections or full project scope to members of the team for coordination and implementation.

The Supervisor must independently work with users to determine system requirements, process re-engineering issues, hardware/software design and implementation strategies. The Supervisor will ensure the effective operation of the team and is accountable for the successful completion of all incidents and projects assigned to the EUTS team.

Problems encountered are of a high degree of complexity and difficulty. This requires exceptional hardware skills, software skills, innovation, and creativity necessary to formulate and implement the mechanisms to identify and solve problems. Plans for new hardware and system applications are often developed using only broad guidelines for development and require a high degree of independence and decision-making. The Supervisor will assist the Manager in development of policies and procedures to ensure the efficient operation of the department and actively participates in departmental planning.

The Supervisor must be self-directed, escalating point for new opportunities, and possess organizational skills to provide effective training and leadership. A wide variety of internal and external relationships are involved to perform the duties in this position. Internal contacts include representatives from the UW Health, Swedish American, UW Madison School of Medicine & Public Health and Quartz. External contact is primarily with hardware vendors, software vendors, consultants, and industry peers. Developing and maintaining good communication and collaboration with these contacts is essential to accomplishing the objectives of this position and the goals of the UW Health enterprise.

MAJOR RESPONSIBILITIES

- Plan, coordinate, assign and account for the work of the End User Device Tech (EUTS) staff.
- Manage staff by recruiting, training, coaching employees, communicating job expectations and performance management.
- Collaborate with vendors to address product issues and review technology roadmaps.
- Coordinate the review and ongoing management of the end user device systems project portfolio for the team.
- Establish objectives, priorities, time allocations and deadlines. Provide regular status reports to keep management informed of progress and project issues.
- Project Management - plan, lead, coordinate, and collaborate with IS staff/management along with operational partners to lead projects through the appropriate phases of implementation and support throughout the UW Health enterprise.
- Ensure that on-call rotations are defined and maintained for the functional team and that departmental customer service expectations are consistently met and exceeded.
- Perform product evaluations for new or upgraded products when required.
- Assists in Information Systems departmental budget development and planning.
- Support and encourage an environment of innovation and learning so that the staff remains current with relevant technology and industry best practices that may enhance the services provided.

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- Help facilitate the installation of new technology based on customer feedback and overall vision of UW Health's long-term goals.
- Manage staff in troubleshooting, diagnosing, and resolving long term problems that are affecting a large amount of end points and/or users.
- Understand business needs and processes for area of responsibility. Work with the appropriate leaders/team to ensure the applications support current and planned business needs.
- Monitor customer satisfaction with project execution and operational support. Identify opportunities and implement changes to drive service improvement.
- Perform continual assessment of available application enhancements and requirements to facilitate continued improvements in hardware and software capability as required to meet organization goals.

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	Bachelors or Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred.
Work Experience	Minimum	Three (3) years relevant experience
	Preferred	Five (5) years relevant experience in a Healthcare setting Experience supervising staff strongly preferred. Experience supporting business, clinical, non-clinical and ancillary systems in a 24x7 healthcare setting.
Licenses & Certifications	Minimum	
	Preferred	Professional certifications such as A+, MCS, MCSE, ITIL
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>Leadership Competencies* Demonstrates intermediate level competency in the following:</p> <ul style="list-style-type: none"> • Leading with integrity • Maintaining strategic orientation • Business & financial acumen • Championing innovation • Managing execution • Leading & developing people <p>*Includes any and all UW Health Leadership Competencies as defined by UW Health.</p> <p>Other Knowledge, Skills & Abilities</p> <ul style="list-style-type: none"> • Excellent communication at all organizational levels both internal and external. • Strong problem-solving and organizational abilities. • Demonstrates ability to mentor staff and assist them in attaining desired results based on individual goals and objectives. • Work independently and be result oriented. • Strong analytical skills to include the understanding and documentation of business/clinical processes and the ability to identify opportunities to improve processes through technology. • Lead and manage projects of varying complexity. • Provide leadership and promote teamwork. • Manage project implementation teams and individuals and monitor the deliverables of each team to ensure milestone and on-budget completion. • Effective interpersonal skills and professional demeanor. • Consultative approach to working with users in assessing needs and requirements.

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	<ul style="list-style-type: none"> • Manage multiple tasks with ease and efficiency. • Effectively manage change. • Able to drive between UW Health locations. 		
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
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#
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.