

UW HEALTH JOB DESCRIPTION

Program Manager, Analytics

Job Code: 332013	FLSA Status: Exempt	Mgt. Approval: J. Long	Date: February 2022
Department: Enterprise Analytics		HR Approval: N. Lazaro	Date: February 2022

JOB SUMMARY

The Analytics Program Manager is a key leader in Enterprise Analytics and is responsible for the design, development, coordination, delivery and evaluation of strategic analytic programs across the UW Health system. The Program Manager is additionally responsible for an assigned portfolio of projects and deliverables within Enterprise Analytics, including but not limited to data governance, analytics architecture, data quality, data architecture, master data management or metadata. The Analytics Program Manager is considered a technical expert in analytics and data management and is responsible for the oversight and management of highly complex programs, often with organizational wide impact.

The Analytics Program Manager builds and maintains consultative, trusted-advisor relationships with a variety of leadership stakeholders. In collaboration with stakeholders and IS colleagues, the Analytics Program Manager will deliver and evolve actionable solutions, ensure effective measurement of results, and design communications to internal and external stakeholders reporting on program performance.

The Analytics Program Manager will build and support a culture of customer service and continuous process improvement. The Analytics Program Manager actively mentors and develops staff and leads internal improvement efforts within Enterprise Analytics.

The Analytics Program Manager works closely with employees and leaders across UW Health, the UW School of Medicine and Public Health, and our partners.

MAJOR RESPONSIBILITIES

Deliver Analytic Programs

- In conjunction with executive sponsor, leads the development, implementation and adoption of one or more strategic analytics programs, including the coordination and management of products and projects within each program
- Independently develops and maintains trusted advisor relationships with business, clinical, and operations leaders at the senior leadership level and with external partners, that include guidance for optimizing use of analytic capabilities and deliverables, and prioritization based on strategic vision.
- Leads the oversight of product and project execution within the program, progress compared with the plan, the production of agreed deliverables and the value achieved
- Develops and leads organizational change management initiatives across the enterprise to provide awareness, obtain input and ensure adoption for assigned portfolio of programs and projects
- Serves as a technical expert in applicable applications or technologies that are utilized as part of the program
- Maintains an in depth understanding of current and emerging technologies and associated best practices and how that research can be applied to achieve the goals of the program
- Assists in evaluating and making recommendations on appropriate staffing levels (including required skills and competencies) which may include the use of external resources such as professional services providers
- May assist with budgeting and monitoring the financials of the program
- Lead data governance and data literacy initiatives, driving maturation as a data driven organization.
- Mentors, guides, and influences project managers and project team members, using a consultative, collaborative approach and by contributing experience and insight to the team and to UW Health

Communication

- Highly empathetic and able to vary styles of interaction to match the needs of a variety of temperaments and personalities
- Demonstrates a high degree of political sensitivity, astuteness, and the ability to effectively use the formal and informal power structures of the organization to achieve success and clear obstacles for the program
- Translates technical concepts, data and information into easily understood, meaningful stories related to strategic aspects of assigned program
- Role-models service excellence in interactions with internal and external constituents

Improve Processes and Standards

- Establishes and ensures appropriate governance functions for the program in accordance with enterprise policies and practices
- 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 programs managed

Effective Team Member

- Lead the culture of customer service and continuous improvement across UW Health IS and the organization.

UW HEALTH JOB DESCRIPTION

- Consistently demonstrate a very high level of teamwork, partnership and collaboration.
- Consistently demonstrate a very high level of personal accountability and lead by example in following policies and procedures.
- Actively mentor and teach other colleagues by contributing experience and insight to the team and to UW Health.

Leadership

- 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
- Hold team, EA and IS responsibilities and lead strategic analytics programs
- Lead improvement in the information security culture and practices, including regulatory awareness, privacy and security.

Technical Leadership

- Plan and lead cross-functional teams to execute key, large-scale deliverables according to technical roadmap, priorities, and architecture.
- Continuously develop the comprehensive knowledge and understanding of the overall landscape of analytics including areas such as data governance, analytics architecture, data engineering, DataOps engineering, data quality, data architecture, master data management or metadata
- Ensure continuous curation and optimization of the analytics asset repository, including reduction of technical debt and retirement of out-of-date assets, exploring new analytics technologies etc. to achieve efficiency and increase value delivered.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Healthcare, Information Systems, Computer Science, Engineering, Business, Data Science or related field. (Four years relevant work experience may be considered in lieu of educational requirement)
	Preferred	Master's Degree in Healthcare, Information Systems, Computer Science, Engineering, Business, Data Science or related field.
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success managing multiple medium to large-scale projects or programs utilizing agile project management methods • Demonstrated experience in data and analytics including but not limited to data governance, analytics platforms, data quality, data architecture, master data management or metadata • Demonstrated success forming and sustaining collaborative, trusted-advisor relationships with stakeholders and IS/Analytics colleagues • Demonstrated technical leadership in healthcare analytics industry • Demonstrated success leading and coordinating cross-functional delivery teams to achieve desired outcomes at the organization level
	Preferred	Five (5) years relevant experience in data and/or analytics Three (3) years progressive leadership experience in a healthcare environment
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • None
	Preferred	<ul style="list-style-type: none"> • Epic certifications in Cogito or other subject area • Relevant certifications related to analytics and data management. • Relevant certifications related to agile methodologies, ITIL, process improvement, lean management, or other related activities. • Relevant certifications related to program and project management
Required Skills, Knowledge, and Abilities		<u>Information Services (IS) Core Competencies:</u> Intermediate proficiency in the following: <ul style="list-style-type: none"> • leadership competencies including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution and leads & develops people. • technical leadership of applicable products or platforms • leading without direct authority • leading highly empowered, self-directed teams including cross-functional teams • communication • being an effective team member • critical thinking

UW HEALTH JOB DESCRIPTION

- applying lean management tools
- applying agile methodologies
- mentoring and teaching

Position Specific Competencies:

Intermediate competency in business relationship management

Advanced proficiency in at least 2 and intermediate proficiency in at least 3 competencies such as:

- Analytical Solutions Development
- Analytics Architecture
- Big Data
- Data Modeling
- Data Quality - Analysis & Improvement
- Data Stewardship & Curation
- Data to Information to Action
- Enterprise Security, Privacy, & Info Sharing
- Issue/Risk Management
- Metadata
- Navigating Internal Tools and Policies
- Organizational Awareness / Understanding
- Organizational Change Management
- Project Management
- Resource Coordination/Management
- Strategic Technology Planning
- Strategic Thinking
- Synthesis of Business & Program Plans
- Technology Awareness
- Technological Leadership

Other Required Skills, Knowledge, Abilities:

Delivering Analytic Solutions:

- Multiple successful analytics 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

Communication

- Demonstrates excellent oral and written communication using a variety of methodologies

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.	Up to 20#	Up to 10# or requires significant	Negligible or constant push/pull of items of

UW HEALTH JOB DESCRIPTION

	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.		walking or standing, or requires pushing/pulling of arm/leg controls	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#
List any other physical requirements or bona fide occupational qualifications:				

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.