# UW HEALTH JOB DESCRIPTION

## Applications Associate

| Job Code: 340037 | FLSA Status: Exempt | Mgt. Approval: J. Long | Date: November 2022 |
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| Department: Information Systems | | HR   Approval: M. Grayson | Date: November 2022 |

## JOB SUMMARY

The Applications Associate participates in the development, adoption, education, optimization, and support for assigned applications, systems, and platforms within the UW Health Information Services portfolio.  This includes consultation with stakeholders to understand workflows, needs assessment, participation in discussions, understand solution development, and contribute to initiatives driving organizational change.  With assistance, the Applications Associate works closely with a variety of colleagues and stakeholders to enhance the value and efficiency of solutions and platforms.

The Applications Associate participates in projects and develops 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.  While developing an understanding of technology infrastructure, information security practices, and systems hardening, the Applications Associate participates in interface development, interoperability, and integration to strengthen highly reliable and secure platforms supporting remarkable healthcare.

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

## MAJOR RESPONSIBILITIES

Deliver solutions
- With assistance and guidance ensure successful initiatives to enhance platforms, delivery solutions, and provide on-going optimization and support.
- Develop an understanding of the patient journey and perspective.  Learn the workflows, business processes, value streams, and identify key challenges for assigned areas.
- Participate in cross-functional teams to leverage knowledge and skill with a variety of applications, tools, and technologies, supporting successful initiatives and ensuring system priorities are met.
- Participate in systems analysis, design, and deployment of new technologies for UW Health and respective partners.
- Participate in defining small to medium product and project objectives and ensure deliverables are met within set timelines.
- With oversight, 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.
- Assist in defining opportunities to improve system and platform reliability and automate repetitive processes.
- Develop knowledge of architecture and deployment of data flow in and between systems.
- With guidance, play a role in product management for minor to moderate systems, where applicable.


Improve processes and standards
- Participate in improvement huddles, projects, and teams across UW Health and our partners.
- Contribute to training development and delivery relevant to area of expertise.


Effective Team Member
- With guidance, collaborate with colleagues to improve the culture of safety, respect, customer service, and continuous improvement across UW Health IS and the organization.

- Consistently demonstrate and lead by example teamwork, partnership, collaboration, approachability and openness to colleagues and team members.

Demonstrate Leadership
- Hold team-level responsibilities and may lead the team for small projects.
- Open to accepting and applying creative suggestions from others.
- Support an environment of trust, discourage group think, seek opposing views, respect differences, and value diversity.

Technical Leadership:
- Learn and develop an understanding of 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.
- Develop an understanding as applicable for the position of 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 | | |
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| Education | Minimum | • Associate degree in Healthcare, Information Technology, Business, Health Administration, Engineering, or related field<br>• Two (2) years of relevant experience and education may be considered in lieu of degree |
| | Preferred | • Bachelor's or Master's degree in Healthcare, Information Technology, Business, Health Administration, Engineering, or related field |
| Work Experience | Minimum | • Demonstrated success learning new technologies, tools, and platforms |
| | Preferred | • Demonstrated success applying critical thinking to identify problems and opportunities.<br>• One (1) year of experience using and/or supporting the applications, tools, or platforms relevant to the position.<br>• Experience in information services or technology, direct clinical care, health care operations, or health care administration.<br>• Healthcare subject matter expertise including at least one (1) year of experience in a health system, academic medical center, or health payer organization.<br>• 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<br>• CPHIMS, PMP, ITIL |
| Required Skills, Knowledge, and Abilities | | Information Services (IS) Core Competencies:<br>    Emerging proficiency in the following areas:<br>    • Communication<br>    • Critical thinking<br><br>Position specific competencies<br>    • Emerging proficiency in at least 2 IS application competencies including application security, customer service, data flow architecting, subject matter expertise, systems analysis and design, software testing, and troubleshooting.<br><br>Other required skills, knowledge, and abilities<br><br>    Delivering Solutions:<br>    • Demonstrated ability to initiate and follow through on low complexity projects, manage multiple tasks, and meet deadlines.<br>    • Demonstrates professional maturity surrounding data access, data security, data sensitivity and data confidentiality. |

| PHYSICAL REQUIREMENTS |
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# UW HEALTH JOB DESCRIPTION

| 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.* | | | | |
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| **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#** |
| | **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: | | | | |