

UW HEALTH JOB DESCRIPTION

Applications Principal

Job Code: 340040

FLSA Status: Exempt

Mgt. Approval: J. Long

Date: November 2022

Department: Information Systems

HR Approval: M. Grayson

Date: November 2022

JOB SUMMARY

The Applications Principal is responsible for the successful delivery of strategic UW Health initiatives in one or more business domains. Using in-depth clinical and business domain knowledge, strong competency in business relationship management, and a systematic understanding of the technologies associated with the domain(s), the Principal pushes the boundary of how to use technology to improve business outcomes in the domain(s). The Principal is accountable for the overall health of a coherent technology portfolio supporting the domain(s).

The Principal is a leader within UW Health IS and across the UW Health system. Working with other colleagues, business leaders, product managers/directors, and IS leaders, the Principal grows a strong community of data, information, and technology savvy staff and leaders within UW Health. The Principal is conscious of and works to advance the health IT maturity of UW Health by defining and demonstrating how technology supports the organization's overall mission and vision.

The Principal champions the development, adoption, education, optimization, and support for assigned applications, systems, and platforms within the UW Health Information Services portfolio. This includes engaging with stakeholders to understand workflows, anticipate needs conduct assessments, facilitate complex discussions, drive solution development, and lead organizational change. The Principal liaises with a variety of colleagues and stakeholders to enhance the value and efficiency of solutions and platforms.

The Principal is responsible for highly complex applications, providing consultative IT advice to departmental and organizational leadership, and guiding other employees within the department. The Principal manages complex projects and leads multiple simultaneous projects to completion.

The Principal consistently demonstrates high standards for leadership, technical leadership, and domain specific competencies. The Principal develops a strong community of colleagues across the UW Health system through training, mentoring, and coaching. The Principal consistently advances UW Health maturity in areas including data literacy, data governance, information security, and regulatory awareness.

The Principal maintains highly collaborative, trusted advisor relationships with senior leaders across UW Health, UW Madison School of Medicine and Public Health (SMPH), partners, and affiliates. The Principal participates in 24x7x365 on-call rotation, including periodic off hours work.

MAJOR RESPONSIBILITIES

Deliver solutions

- Identify and independently lead successful initiatives of organizational scope to enhance platforms, deliver solutions, and anticipate and provide on-going optimization and support.
- Use an advanced understanding of the patient journey and perspective to influence, design, and prioritize the workflows, business processes, value streams, and proactively identify key challenges for assigned areas.
- Independently 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.
- Research, identify, and provide systems analysis, design, and deployment of new technologies and innovations for UW Health, respective partners, and outside organizations.
- 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, vendor representatives, and outside organizations.
- Design and implement solutions to improve system and platform reliability and automate repetitive processes.
- Facilitate architecture and deployment of data flow in and between multiple complex systems.
- Play a lead role in product management for multiple major systems.
- Plan roadmaps and/or product lifecycle for multiple application solutions.
- Identify problem-solving opportunities, perform root cause analysis, and develop recommendation for improvements.
- Execute original and efficient solutions in a problem space that is unique and critical to the organization. Push boundaries and lead the business in showing what is possible.

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- Identify opportunities for new and existing technologies to advance the management and automation to its fullest capabilities.

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 in the development and delivery of training relevant to area of expertise.
- Collaborate with peer organizations to identify best use cases for solutions.
- Lead improvement in agility within UW Health IS and across the organization.

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.
- Define, consistently demonstrate, and influence 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 (formally and informally) and act as an institutional-level role model and represent the organization for solution architecture.
- Create and coordinate ad-hoc teams to review solution proposals for process improvements and leveraging strengths of subject matter experts across the organization.
- Function as a role model for successful cross-functional team leadership and leading without direct authority.

Demonstrate Leadership

- Hold team-level responsibilities and lead the team for 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.
- Collaborate with peer organizations to identify best use cases for solutions.
- Lead the evaluation of requests for proposals (RFPs), requests for quotes (RFQs), requests for information (RFIs), statements of work (SOWs) for solution delivery products, and/or modifications to current products.
- Serve in leadership or other role(s) for a professional trade association or group.

Technical Leadership:

- Mentor others to increase proficiency across multiple 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 enterprise wide 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.
- Serve as a trusted expert advisor providing leadership for assigned area(s), team(s), program(s) and/or product(s).

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

JOB REQUIREMENTS

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Education	Minimum	<ul style="list-style-type: none"> Bachelor's degree in Healthcare, Information Technology, Business, Health Administration, Engineering, or related field 4 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 strongly preferred.
Work Experience	Minimum	<ul style="list-style-type: none"> Demonstrated success leading the design, development, configuration, support, and adoption of solutions of significant scope and complexity. Demonstrated success collaborating with operational partners to improve workflows and simplify processes. Demonstrated success driving improvements in platforms, standards, and processes leading to increased operational excellence, elimination of waste, and reduced technical debt. Demonstrated success developing a community of strong analysts through influence as a teacher and mentor. Demonstrated success forming and sustaining collaborative, trusted -advisor relationships with stakeholders and IS colleagues.
	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. Five (5) years progressively responsible experience in an IS applications field. Demonstrated success working on or leading initiatives that use agile methods. 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 healthcare 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>Advanced 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 <p>Developing advanced proficiency in</p> <ul style="list-style-type: none"> Leading without direct authority <p>Intermediate proficiency in the following areas:</p> <ul style="list-style-type: none"> Leadership including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leads & develops people Leading highly empowered, self-directed teams including cross-functional teams Lean management agile methodologies <p><u>Position specific competencies:</u></p> <ul style="list-style-type: none"> Intermediate proficiency in all and advanced proficiency in at least 3 IS application competencies including application security, customer service, data flow architecting, subject matter expertise, systems analysis and design, software testing, and troubleshooting. Developing advanced proficiency in project management Developing advanced proficiency in technology awareness and strategic planning Intermediate proficiency in business relationship management Intermediate proficiency in product management Intermediate proficiency in organizational change management <p><u>Other required skills, knowledge, and abilities:</u></p> <p><u>Delivering Solutions:</u></p>	

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	<ul style="list-style-type: none"> • Demonstrated ability to initiate and follow through on projects of any level of complexity, manage multiple tasks, and meet deadlines • Demonstrates professional maturity surrounding data access, data security, data sensitivity and data confidentiality
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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#
	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:				