

UW HEALTH JOB DESCRIPTION

IS Disaster Recovery Coordinator

Job Code: 330086	FLSA Status: Exempt	Mgt. Approval: B. Gross	Date: October 2023
Department: IS-Infrastructure		HR Approval: M. Grayson	Date: October 2023

JOB SUMMARY

The IS Disaster Recovery Coordinator (IS DRC) is responsible for communicating and maintaining the enterprise IS Disaster Recovery (DR) program for UW Health, under direction of the Disaster Recovery Program. The objective of this program is to support IS systems' resilience and timely IS operations recovery, regardless of cause. The primary goal of the IS DR program is to prevent impacts and to rapidly restore data center operations and the availability of mission-critical applications and production data.

The IS DRC will support key recovery objectives, including IS infrastructure damage assessments, crisis communications, coordination with external government agencies, and timely work area recovery. The IS DRC may also support the operations and access recovery of business applications and data that are not sourced in the data center, including departmental IS services and services supplied by third-party providers.

The IS DRC collaborates with senior business unit management in the definition, prioritization, and support of key business recovery requirements and objectives. The IS DRC translates business operations recovery requirements into action-oriented plans, programs, data center infrastructures, and recovery testing strategies. The IS DRC effectively links the enterprise's IS DR activities with business operations recovery and continuity requirements on a proactive basis.

The IS DRC is required to be on call and will also be periodically expected to work off-hours to support IT disaster recovery test activities.

MAJOR RESPONSIBILITIES

- Support the ongoing plan, build, run, and management of IS disaster recovery (DR) for UW Health, including IS DR strategies, plan development, plan exercising, and input into related IS budgets (capital and operational), annual program agendas, and recovery improvement metrics.
- Participate in assessments of the impact of potential disruptions in IS services, including declaring a disaster and activating the IS DR plan.
- Manage the execution and completion of IS DR test activities including collaborating with business continuity management (BCM), business unit management, external business partners, and key IS staff members to plan, direct, control, and maintain effective DR plan testing.
- Coordinate data center recovery and serve as an IS liaison to the enterprise Business Continuity Management (BCM) team, ensuring that IS technologies and processes support all key availability and recovery requirements — for example, crisis management, business recovery, and supplier contingency. Assist with the execution of IS DR plans when IS and/or major business operations disruptions occur.
- Coordinate with key IS technology groups for IS DR (including data-center-specific and non-data-center-specific IT infrastructure),
- Oversee the execution and continuous improvement of IS DR plans through rigorous exercising.
- Interface with the IT project management office to ensure that new and ongoing projects sustain the level of recoverability consistent with business objectives.
- Participate in the assessment of a potential disruption in service to help the IS Director on Call determine if and when to declare a disaster. Assist with event impact assessment and IS disaster declaration activities, as required.

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

JOB REQUIREMENTS

Education	Minimum	Associate degree in Healthcare, Information Technology, Business or related field. Two (2) years of relevant experience may be considered in lieu of degree.
	Preferred	Bachelor's degree in Healthcare, Information Technology, Business, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success in technical support services or an Information Technology environment.

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		<ul style="list-style-type: none"> • Demonstrated success providing backup, recovery, storage systems, and IT security management. • Demonstrated success of vendor management of external IT DR service providers
	Preferred	<p>Three (3) years of experience implementing IT DR plans, including:</p> <ul style="list-style-type: none"> • Policy, organization, and architecture development • Recovery strategy development, and multiple plan development, maintenance, and testing • Experience in defining, implementing, and enforcing risk-based standards, processes, and procedures for responding to disruptions in business or IT operations
Licenses & Certifications	Minimum	None
	Preferred	Disaster Recovery Certification (EDRP, DRCE or DRCS) ITIL Foundations
Required Skills, Knowledge, and Abilities	<p>Intermediate competency in the following areas:</p> <ul style="list-style-type: none"> • Communication • Effective team member • Critical thinking <p>Emerging competency in the following areas:</p> <ul style="list-style-type: none"> • Understanding the parts of a runbook and data flow diagrams • Understanding the backup, failover, and failback process • Making changes to runbooks and effectively testing those changes <p>Intermediate competency in the following areas:</p> <ul style="list-style-type: none"> • Knowledge and understanding of current IT DR planning techniques and technologies, as well as the methods used to perform risk analyses and business impact analyses. • Executing projects, on time and within budget, with business and IT personnel • Coordinating new operational models and procedures, and explaining complex problems or situations • Data and voice telecommunications to guide the preparation of related recovery procedures. e.g., VMware, Zerto, Commvault • Use and application of IT project and program management tools. <p>Other Skills, Knowledge, and Abilities</p> <ul style="list-style-type: none"> • Ability to coordinate groups of self-directed professionals. • Balancing multiple priorities simultaneously with the ability to adapt to the changing needs of the of customers while meeting deadlines. • Proven capabilities in de-escalation, empathy, and applying UWH Way in customer interactions. • Understands and can discuss applications and implications of changes made in an environment. • Assists in the development of reference and resource materials. • Work with technology teams to identify improvement opportunities where RPOs and RTOs are misaligned with business and patient needs. • Proven ability to work under stressful conditions, such as business-related crises. • Ability to resolve critical issues in a time sensitive manner, cognizant of requisite service levels. • Ability to establish trust and confidence, customer service focus with a high level of professionalism. • Critical attention to detail and solid creative problem-solving skills. • Ability to consistently follow policies and procedures. 	

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- Excellent verbal and written communication skills, with the ability to effectively interact with all coworkers and stakeholders, including senior leadership.
- Demonstrable time management skills and experience in meeting rigid and urgent assignment schedules.

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

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
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
X 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#
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.