UW HEALTH JOB DESCRIPTION

IS Service Management Analyst

Job Code: 340021	FLSA Status: Exempt	Mgt. Approval: N. Hensal	Date: March 2022
Department: Information Systems		HR Approval: N. Lazaro	Date: March 2022

JOB SUMMARY

The IS Service Management Analyst is responsible for development, optimization, oversight, management, and progress reporting of assigned Information Services processes within an ITIL framework. In collaboration with business and technical peers, the IS Service Management Analyst leads efforts to define and establish quality standards and progress measures, create and maintain visual dashboards for progress tracking, and promote and enforce the standards through communications and reporting for managing and delivering within process expectations and service level objectives. This role is also accountable for preparation, facilitation, and follow up steps pertaining to Change Control.

The IS Service Management Analyst is accountable for monitoring and maintaining IS department processes that serve IS and the organization. It includes monitoring, reporting, education, and addressing non-compliant outliers with management, HR, and Legal representatives when necessary.

MAJOR RESPONSIBILITIES

Process Administration and Management
- Monitors for vendor and industry advancements, evaluates them in the context of business needs and environment fit, sharing with business stakeholders as appropriate.
- Contributes to development and maintenance of process roadmaps and a prioritized request backlog in support of the UW Health strategic plan.
- Develops processes and related technology configuration design along with documented workflow and data flow diagrams.
- Plans for implementation, updates, and optimizations of the process and related technologies.
- Documents standard operating procedures to perform ITIL related processes (Incident, Problem, Change, etc.) in a repeatable and predictable manner.
- Develop, implement, and oversee IS service process policies and procedures governing processes to ensure accuracy and completeness.
- Performs continual assessments and optimization of IS service processes to ensure that they are meeting the ongoing and evolving requirements of IS and the business.
- Collaborates with business leaders and business analysts to ensure that the system and/or process (configuration management system, change management process, etc.) is providing value to the organization.
- Assesses and delivers on process job aids and training needs for staff and stakeholders.
- Produce standard reports and dashboards to provide transparency on IS process maturity and conducts presentations on both a scheduled and ad-hoc basis.

Operational Management
- Facilitates meetings of the process governance control board.
- Liaises with all necessary parties to coordinate process changes.
- Monitors for compliance of defined process standards and policies.
- Assists with review of change and optimization requests to ensure they are in alignment with ITIL best practices built into out of the box system functionality Collaborate with individuals performing changes and the change advisory board to evaluate the impact of changes on the environment based on the information within the configuration management system.
- Ensures details of events are well documented and archived for future reference and audit artifact.
- Analyzes incidents and change records to identify any trends to be addressed.
- Conduct post-mortem on events.

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 (2 years combination of relevant experience and education 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	Demonstrated success automating and/or continually improving Information Services systems or processes.
		Demonstrated success creating status or progress reports/dashboards
		Demonstrated success in both independent and collaborative project efforts
	Preferred	5 years of extensive experience in service and support of Information Technology, accountable for full product or process lifecycle
Licenses & Certifications	Minimum	None
	Preferred	• ITIL, Six Sigma, Lean Relevant vendor or industry certifications (e.g., ServiceNow, PMP, etc.)

Required Skills, Knowledge, and Abilities		Demonstrates advanced proficiency in the following position specific competencies:
		• Strong understanding and ability to apply IT (Information Technology) Service Management (ITSM) processes and/or IT Infrastructure Library (ITIL) framework
		• Extensive knowledge of one or more of the following IT Management and Governance Processes, and familiarity with the others:
		   o Change management
		   o Configuration management
		   o Asset Management
		   o Incident resolution and request fulfillment
		   o Continual service management
		   o Release and patch management
		   o Monitor, evaluate, and assess performance and conformance
		
		Demonstrates intermediate competency in the following:
		• Respect for People
		• Communication
		• Effective Team Member
		• Critical Thinking
		
		Demonstrates advanced proficiency in two and intermediate proficiency in at least four of the following competencies:
		• Strategic Thinking (Process or Product focused)
		• Project Management
		• Product Lifecycle Management
		• Continuous Improvement
		• Sustainment and Optimization
		• Leading with integrity
		• Maintaining strategic orientation
		• Championing innovation
		• Managing execution
		• Cross Functional Team Leadership
		• Organizational Change Management & Communication
		• Mentoring and training
		• Relationship building and maintenance
		• Business and Financial Acumen
		
		Demonstrates the following attributes:
		• Strong customer service orientation
		• Keen attention to detail
		• Highly self-motivated and directed
		• Ability to present ideas in a professional and user-friendly style
		• Ability to work individually and as a collaborative team member

	• Ability to effectively prioritize and execute tasks in a high-pressure environment

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#**
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.