UW HEALTH JOB DESCRIPTION

Sr. Business Analyst, IS Business Relationship Management

Job Code: 310048	FLSA Status: Exempt	Mgt. Approval: S. Peterson	Date: April 2023
Department: Information Services		HR Approval: M. Grayson	Date: April 2023

JOB SUMMARY

The Senior Business Analyst, IS Business Relationship Management (Sr BA, IS BRM) functions as a thought leader and partner who shapes and aligns technology throughout operations and within IS. The Senior Business Analyst, IS BRM is responsible for supporting strategic partner relationships within account portfolio and regularly interacts with IS service delivery teams to collaborate on requirements, scoping, process optimization, and organizational change management. The Senior Business Analyst, IS BRM investigates and resolves customer issues and performs service recovery activities in partnership with the Account Manager. The Senior Business Analyst, IS BRM analyzes business, stakeholder, and functional requirements and supports strategic and operational initiatives, projects, and programs. The Senior Business Analyst, IS BRM partners with technology resources to translate the requirements into technical specifications.

The Senior Business Analyst, IS BRM is a problem framer, independent problem solver, and partner experience improvement enabler. The Senior Business Analyst, IS BRM provides technical expertise in one or more technology disciplines supporting our ecosystem and delivering IS value. This is a key role within the IS Business Relationship Management team responding to problems, analyzing patterns, applying technical knowledge, following and establishing procedures, writing documentation in a clear, concise manner, and displaying data in a meaningful way for a wide variety of audiences. The Senior Business Analyst, IS BRM is responsible for working with appropriate IS and business associates to develop and distribute artifacts for various governance, advisory boards, and other organizational work teams.

The Senior Business Analyst, IS BRM provides support as needed across the portfolio and is a key resource in building and sustaining tools to support our work, drive value, build our IS brand, and enable value realization.

MAJOR RESPONSIBILITIES

Technical Responsibilities
- Understands all phases of systems analysis and Business Process Modeling to create solid business plans.
- Creates effective work items such as business rule frameworks (BRF), technical specifications, business plans, process flows, and user stories.
- Communicates technical concepts to non-technical audiences through effective written and verbal storytelling.
- Uses technical and/or IS operations domain knowledge to identify technical solutions to business problems.
- Critically evaluates both business needs and requirements through deep business and technical knowledge of the IS Department portfolio.

Business & Analysis Responsibilities
- Applies the fundamentals of business analysis to use cases and business planning to drive outcomes.
- Plans, documents, analyzes, traces, and manages requirements for portfolio of initiatives.
- Effectively utilizes benchmark comparisons, value realization tracking and reporting, cost and value (benefits realization) tracking and reporting, cost reduction opportunities, and other Key Performance Indicators (KPIs) and associated reporting to arrive at sound decisions.
- Performs business process analysis, improvement, and re-engineering.
- Attends, facilitates, and/or leads meetings of cross-functional business units and service provider groups.
- Effectively communicates business concepts to technical audiences; serves to translate business and technical information.
- Creates business documents with accuracy, clarity, and lack of defects.
- Works closely with service delivery teams to drive expectations and complete deliverables.

Leadership Responsibilities
- Uses organizational change management and management of decision-makers, particularly in matrixed environment, to achieve desired results.
- Frames problems, negotiates, and makes recommendations across teams and organizational areas.
- Leads teams through indirect influence, mentor's others, and facilitates meetings.
- Takes an enterprise-wide approach to create solutions to business problems and connects partners in the solution process.
- Effectively assesses and manages risk.

- Provides guidance and coaching to less experienced business analysts and colleagues.

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 combination of relevant experience and education may be considered in lieu of degree
	Preferred	
Work Experience	Minimum	• Demonstrated success delivering solutions as Application Analyst and/or Business Analyst for business, or related field • Demonstrated success as a technology expert in defining requirements and value and working with operational partners in solving business problems • Demonstrated success building and presenting business cases, including ROI • Demonstrated success teaching or mentoring others • Demonstrated success creating and sustaining trusted-advisor relationships
	Preferred	Three (3) to five (5) years of progressively responsible experience in an Information Services field with experience in large-scale project management and/or business analysis.
Licenses & Certifications	Minimum	None
	Preferred	• Application and/or Information Services technology related certifications • Any applicable certifications and/or vendor training for specific vendor applications or ITSM certification or BRM certification
Required Skills, Knowledge, and Abilities		Information Services (IS) Core Competencies: Intermediate proficiency in the following areas: • Communication • Critical Thinking • Problem Framer • Effective Team Member • Agility • Mentoring and teaching • Leading without direct authority • Leadership including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leads & develops people Position Specific Competencies: Advanced proficiency in at least two (2) of the following areas: • Application Security • Customer Service • Data Flow Architecting • Subject Matter Expertise • System Analysis • Troubleshooting • Product Management Intermediate proficiency in at least four (4) of the following areas: • Escalation • Meeting Facilitation • Organizational Change Management (OCM) • Issues/Risk Management • Project Planning • Strategic Thinking

- Subject Matter Expertise
- Workload and Time Management

Other required skills, knowledge, and abilities:
- Effective storyteller, both verbal and written
- Effective business relationship management skills
- Ability to conceptualize and think creatively to create solutions for business problems
- Capacity to articulate vision
- Strong ability in use of collaboration tools such as Microsoft, Service Now, etc.
- Fundamentals of project management, product management and business relationship management
- Ability to learn and quickly adapt to new technology, including reporting/analytics tools (Qlik, Launchpad, etc)
- Ability to make judgments in demanding situations
- Ability to react to frequent changes in duties and volume of work
- Ability to listen empathetically and practice active listening
- Ability to logically organize details
- Ability to work autonomously as well as work within a cohesive team
- Strong customer service focus
- Must demonstrate a strong attention to detail and high accuracy in prior roles
- Ability to manage multiple concurrent activities
- Knowledge of and ability to utilize best practices, tools, and techniques for communicating with a customer

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

Infants (Birth – 11 months)	Adolescent (13 – 19 years)
Toddlers (1 – 3 years)	Young Adult (20 – 40 years)
Preschool (4 – 5 years)	Middle Adult (41 – 65 years)
School Age (6 – 12 years)	Older Adult (Over 65 years)

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
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#

	Over 100#	Over 50#	Over 20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.			
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.