

UW HEALTH JOB DESCRIPTION

Senior IS Service Management Analyst

Job Code: 340022	FLSA Status: Exempt	Mgt. Approval: N. Hensal	Date: March 2022
Department: Information Services		HR Approval: N. Lazaro	Date: March 2022

JOB SUMMARY

The Senior IS Service Management Analyst is accountable for development, optimization, oversight, management, and progress reporting of assigned IS processes within an ITIL framework. In collaboration with business and technical peers, the Senior IS Service Management Analyst leads the effort 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 Senior IS Service Management Analyst, working directly with operational partners gains an understanding of business value to provide visionary leadership on process roadmap design and backlog prioritization. The Senior IS Service Management Analyst leads and manages toward service level objectives (SLOs), monitoring, reporting, education, addressing non-compliant outliers with management, HR, and Legal representatives when necessary, and ensure out of the box ITIL functionality in systems is not compromised with requested optimizations/changes.

The Senior IS Service Management Analyst is an advocate of the ITIL framework, promoting its importance to standardization, automation, use of analytics and artificial intelligence, and providing a standard measurement of maturity progression.

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.
- Creates and maintains the process roadmap and a prioritized request backlog in support of the UW Health plans/initiatives.
- 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.
- Develop and implement plans for integrating processes within the environment.
- Documents standard operating procedures to perform ITIL related processes (Incident, Problem, Change, etc.) in a repeatable and predictable manner.
- Identify, collect, and synthesize information assets from disparate sources and incorporate them into the organization's appropriate datastore.
- 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.
- Develops ad hoc and standard reports and dashboards to provide transparency on IS process maturity.

Operational Management

- Works with service owners to define key performance indicators (KPIs).
- Coordinates with process managers to develop metrics for continuous improvement.
- Leads and manages to service level objectives.
- Oversees gathering of baseline data so it can be assessed against captured data for improvement.
- Facilitate 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.
- Reviews change and optimization requests for approval to ensure they are in alignment with ITIL best practices built into out of the box system functionality.

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- 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.
- Conducts post-mortem on events.
- Develops training content, mentors others and provides training on ITIL framework and IS processes to stakeholders and staff.

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	<p>Demonstrated success automating and/or continually improving Information Services systems or processes.</p> <p>Demonstrated success creating status or progress reports/dashboards</p> <p>Demonstrated success in both independent and collaborative project efforts</p> <p>Demonstrated success aligning with standards, policies, and procedures</p> <p>Demonstrated success in mentoring peers</p>
	Preferred	7 years of extensive experience in service and support of Information Technology, accountable for full product or process lifecycle
Licenses & Certifications	Minimum	None
	Preferred	<ul style="list-style-type: none"> • ITIL, Six Sigma, Lean Relevant vendor or industry certifications (e.g., ServiceNow, PMP, etc.)
Required Skills, Knowledge, and Abilities		<p>Demonstrates advanced competency in the following:</p> <ul style="list-style-type: none"> • Respect for People • Communication • Effective Team Member • Critical Thinking <p>Demonstrates advanced proficiency in the following position specific competencies:</p> <ul style="list-style-type: none"> • Strong understanding and ability to apply IT Service Management (ITSM) processes and/or IT Infrastructure Library (ITIL) framework • Understanding of configuration management principles • Extensive knowledge of two or more of the following IT Management and Governance Processes, and familiarity with the others: <ul style="list-style-type: none"> ○ Change management ○ Configuration management ○ Asset Management ○ Incident resolution and request fulfillment ○ Continual service management ○ Release and patch management ○ Monitor, evaluate, and assess performance and conformance <p>Demonstrates advanced proficiency in three and intermediate proficiency in at least three of the following competencies:</p> <ul style="list-style-type: none"> • Strategic Thinking (Process or Product focused) • Project Management • Product Lifecycle Management • Continuous Improvement • Sustainment and Optimization • Leading with integrity • Maintaining strategic orientation • Championing innovation

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	<ul style="list-style-type: none"> Managing execution Cross Functional Team Leadership Organizational Change Management & Communication Mentoring and training Relationship building and maintenance Business and Financial Acumen <p>Demonstrates the following attributes:</p> <ul style="list-style-type: none"> Strong customer service orientation Keen attention to detail Able to exercise independent judgement and act on it 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 Excellent analytical and creative problem-solving skills Strong relationship, interpersonal, and team skills Ability to effectively prioritize and execute tasks in a high-pressure environment
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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 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
	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.