



**UCONN HEALTH
JOB OPPORTUNITY
Application Developer III- Clinical Application Support
Information Technology**

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public

Location: Farmington

Job Posting No: 2017-391

Hours: 40 hours per week, Mon-Fri, 8:00am - 4:30pm with a 30 minute unpaid mealbreak
*******May be required to work minor holidays and weekends as needed*******

Salary: TBD

Closing Date: Open until filled

At UConn Health this classification provides technical leadership in analysis, development, modification, installation, testing and maintenance of Clinical Systems EMR applications.

Complex projects that require in-depth knowledge across multiple Clinical Applications. Provides an enterprise - wide perspective and input into technical decisions. Translates complex concepts for peers and customers. Coaches and mentors less experienced technical staff.

Knowledge, Skills and Abilities:

- Proven experience in development and support of SSRS reporting and dashboards
- Proven experience in development and support of SSIS packages
- Proven recent experience in implementations, upgrades and operational support of hospital clinical applications.
- Knowledge of clinical workflow, operations, policies and procedures
- Proven experience in vendor relationship management for clinical application support.
- Knowledge of system integration design and development
- Experienced in technology support and ability to take action to ensure customer satisfaction.
- Demonstrated experience in navigating multiple different operating system environments
- Excellent analytical thinking and problem solving and the ability to coach others in analysis and problem-solving techniques
- Demonstrated ability to understand long-term trends and implications of alternative approaches
- Demonstrated ability to articulate technical concepts and ideas in support of process improvement to business units
- Demonstrated ability to write and maintain support documentation
- Demonstrated ability to communicate effectively and present ideas to audiences of all levels of technical, clinical expertise and all levels of management including senior leadership

General Experience: Seven (7) years' experience in progressively complex application implementation and technical support, analysis and design.

Preferred Experience: Experience working with McKesson OneContent, Cardiology systems and/or Connexall.

Substitution Allowed: Bachelor's degree in Computer Programming, Management Information Systems or closely related field may be substituted for two (2) years of the general experience.

Examples of Duties:

Administrative and Support Duties:

- Monitors multiple clinical applications to ensure that service level agreements stands are met or exceeded.
- Leads/participates in project planning sessions with clients, business analyst and team members to analyze requirements and provide design recommendations for complex systems
- Prepare and present status updates for multiple projects simultaneously
- Maintain and manage project and support issue logs
- Escalate problems when appropriate
- Manage and coordinate multiple, complex technical issues.
- Possess a self-managed proactive work style and also work well in a team environment.
- Leads, coaches and mentors staff and project team members and provides feedback when assigned
- May be responsible for obtaining quotes for budget recommendations, supplying data for vendor SLA reviews
- Maintains relationship and open communication channels with Clinical Systems vendor representatives

- Performs other related duties as required.

Technical Duties:

- Performs other related duties as required.
- Provides a detailed understanding of the technical application environment in order to triage and troubleshoot solutions with peer group IT teams and vendor
- Identify, define and execute solutions for complex system implementations, upgrades and support procedures
- Provide technical expertise in creation of MS SQL queries and SSRS or similar reporting package
- Provide technical expertise in creation and support of SSIS packages
- Must work effectively under intense pressure in order to meet the demands of resolving critical technical issues that address client business needs.
- Analyze new features and functions in Clinical System releases to determine impacts and opportunities for enhancements
- Develops detailed specifications for functions and changes to new or modified solutions
- Documents system changes, technical workflow and problem resolutions
- Oversees testing to ensure applications meet specifications
- Leads technical system testing for cross application scenarios and external interfaces
- Provides ongoing maintenance and testing to ensure Clinical Systems solutions meet the organization's business needs
- Analyze long-term trends and implications of alternative approaches
- Provides support to end users experiencing problems with Clinical Systems applications and associated hardware and interfacing systems
- Ensures the ethical use of data, as well as data integrity, security and confidentiality of protected health information

Working Conditions:

- May be required to work variable working hours during system implementation.
- May be required to work variable working hours during system implementation.
- May be required to participate in On Call rotation.
- May be required to work overtime to meet project deadlines and business needs.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Application Instructions: Interested and qualified candidates who meet the above requirements please apply to: <https://jobs.uchc.edu> and reference search code 2017-391. Cover letter, resume and references may be uploaded at the time you apply on-line.

UCONN HEALTH
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Farmington, CT 06032

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.