

## UW HEALTH JOB DESCRIPTION

Network Manager			
Job Code: 331010	FLSA Status: Exempt	Mgt. Approval: B. Gross	Date: April 2024
Department: Information Systems		HR Approval: M. Grayson	Date: April 2024
JOB SUMMARY			
<p>The Network Manager oversees strategic analysis, planning, development and implementation of UW Health's networking and infrastructure security resources. The Manager monitors for potential issues, optimizes network and system performance, and researches and recommends solutions for hardware and software purchases to leadership. The Manager leads a team that designs, builds, and troubleshoots advanced network systems.</p> <p>The Manager functions as a leader in the Information Services department, ensuring the effective operation of the team as a customer-focused, service-oriented unit providing the highest quality services to UW Health and our partners. The Network Manager assists with the development of departmental and organizational policies and procedures and is responsible for the team's adherence to these policies and procedures to ensure operational efficiency.</p> <p>The Manager develops, grows, and mentors their team. The Manager ensures that we are developing talent per the priorities in the IS talent roadmap, including skills and capabilities essential for innovation and growth. The Manager leads by example to develop a culture centered on respect, service, empowerment, and accountability. They are expected to develop and sustain consultative, trusted advisor relationships with stakeholders, and contribute to a learning environment across UW Health.</p>			
MAJOR RESPONSIBILITIES			
<ul style="list-style-type: none"> <li>Recruit, grow, and retain talented professionals.</li> <li>Provide guidance for employees in project management, team building, and consulting.</li> <li>Responsible for the promotion and management of performance expectations of employees.</li> <li>Lead work performed by Network team and Disaster Recovery staff and monitor project status and results. Set clear expectations of accountability with staff.</li> <li>Develop and maintain talent management cycle, including talent acquisition, employee development and mentoring, and performance management.</li> <li>Promote a highly collaborative, highly empowered, self-directed team culture.</li> <li>Leads development, modification, review, and maintenance of departmental policies.</li> <li>Serve as on call escalation for Network Engineers that are on call 24/7/365.</li> <li>Determine priorities and timelines for team projects and adjust as needed to ensure projects are completed promptly.</li> <li>Ensure processes and documentation of systems analysis, support documentation, and project management are conducted at the level appropriate for the project.</li> <li>Plan, lead, coordinate, and collaborate with IS staff/management along with operational partners to lead projects through the appropriate phases of implementation and support throughout UW Health, affiliates, and partners.</li> <li>Collaborate with the IS Project Management Office (PMO) on project governance structure, tools used to manage projects, high-level UW Health project status reporting along with negotiating were appropriate for the PMO team to lead and/or assist with Telecom projects.</li> <li>Determine priorities and timelines for team projects and adjust as needed to ensure projects are completed promptly.</li> <li>Develop and drive continued maturation, improvement, and reduction of technical debt for infrastructure and related platforms.</li> <li>Plan, lead, and collaborate with IS staff and leadership along with internal and external operational partners, business and clinical as necessary to lead projects through the appropriate phases of design, implementation, and creation of operation support plans throughout the UW Health enterprise.</li> <li>Lead team project goals and product roadmaps to assure that the team can support and complement UW Health initiatives.</li> <li>Drive and promote an environment of innovation and learning so that the staff remains current with relevant technology and industry best practices that may enhance the services provided to our customers.</li> <li>Lead the effort to provide staff guidance, coaching, direction, and lead by example.</li> <li>Ensure that UW Health administrative and departmental policies and procedures are adopted and followed by staff.</li> <li>Lead the continual assessment of available technology and software to facilitate continued improvements to meet the goals prioritized by the UW Health Enterprise.</li> <li>Responsible for preparation and monitoring of budget for network infrastructure and infrastructure security hardware, software, and Data Circuits. Assist in Information Services departmental budget development and planning and yearly systems planning.</li> <li>Develop and maintain strong relationships with key internal clinical and business departments and leaders to ensure the network infrastructure is meeting the needs of the business and its Patients.</li> <li>Understand business needs and processes for responsibility. Work with the appropriate leaders/team to ensure the Network infrastructure supports current and planned business needs.</li> <li>Monitor customer satisfaction with project execution and operational support. Identify opportunities and implement changes to drive service improvement.</li> <li>Serve as primary contact for service vendors and monitor vendor performance, pricing, and service quality.</li> <li>Responsible for negotiation of service contracts and support contracts.</li> </ul>			

## UW HEALTH JOB DESCRIPTION

- Responsible for Network and Security Infrastructure, including project planning, installing, support, providing consulting services to other IS staff, and serving as the primary liaison between vendors, affiliates business partner resources as appropriate.
- Lead the continual assessment of available network and security infrastructure enhancements and requirements to facilitate continuous improvements as required to meet the goals prioritized by the UW Health Enterprise.
- Set the objectives that existing systems need to achieve.
- Lead the continuous curation, optimization, and support of the infrastructure portfolio, including reduction of technical debt and exploring innovative technologies to continuously improve the infrastructure.
- Educate and lead staff on the testing model of applications prior to implementation adhering to departmental change management best practices.
- Responsible for all areas of data networking, including wired and wireless networks, firewalls, Virtual Private Networks, cloud computing, network-based load balancing and connectivity to cloud based applications in a critical 24/7 environment.

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

### JOB REQUIREMENTS

Education	Minimum	Bachelors Degree in Healthcare, Information Technology, Business, or related field Four (4) years combination of relevant experience and education may be considered in lieu of degree
	Preferred	Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• Demonstrated success leading and mentoring others in Network or Infrastructure technologies</li> <li>• Demonstrated success leading critical support teams in a 24x7 origination</li> <li>• Demonstrated success implementing and managing large, complex, enterprise-class solutions</li> <li>• Demonstrated success using effective communication and interpersonal skills to lead others directly or indirectly</li> <li>• Demonstrated success being proactive and innovative</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• Seven (7) years of relevant experience working in critical infrastructure.</li> <li>• Seven (7) years of Network, Security, or similar Infrastructure support and delivery experience</li> <li>• Seven (7) years of experience performing system administration and engineering</li> <li>• Two (2) years progressive leadership experience within healthcare IT</li> </ul>
Licenses & Certifications	Minimum	None
	Preferred	CCNA/CCNP, CISSP, PCNSE or equivalent professional certification
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies:</u> Advanced competency in the following areas:</p> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Critical Thinking</li> <li>• Effective Team Member</li> </ul> <p>Developing Advanced competency in the following areas:</p> <ul style="list-style-type: none"> <li>• Respect for People</li> <li>• Continuous Improvement Leading with integrity</li> <li>• Maintaining strategic orientation</li> <li>• Business and financial acumen</li> <li>• Championing innovation</li> <li>• Managing execution</li> <li>• Leading and developing people</li> <li>• Technical leadership of applicable products or platforms</li> <li>• Leading highly empowered, self-directed teams including cross-functional teams</li> <li>• Mentoring and teaching</li> </ul> <p><u>Position Specific Competencies:</u> Advanced proficiency in at least two (2) and developing advanced proficiency in at least four (4) of the following competencies:</p> <ul style="list-style-type: none"> <li>• Project management</li> <li>• Business relationship management</li> <li>• Financial Acumen</li> </ul>

## UW HEALTH JOB DESCRIPTION

	<ul style="list-style-type: none"> <li>• Technology awareness and strategic planning</li> <li>• Understanding of network protocols such as TCP, UDP, SSL, STP, and multicast</li> <li>• Understanding of routing protocols such as OSPF, EIGRP, and BGP</li> <li>• Knowledge of maintaining a cloud infrastructure</li> <li>• Knowledge of network firewalls such as Cisco ASA and Palo Alto</li> <li>• Knowledge and experience troubleshooting multiple layers of the OSI model</li> <li>• Knowledge of 802.11 wireless protocols such as 802.11ax/ac/n/a/g/b</li> </ul> <p><u>Other Skills, Knowledge, Abilities:</u></p> <ul style="list-style-type: none"> <li>• Ability to drive independently and as a collaborative team.</li> <li>• Works well with people from different disciplines with varying degrees of technical experience.</li> <li>• Ability to manage project implementation teams and individuals and monitor the deliverables of each team to ensure milestone and on-budget completion.</li> <li>• Ability to manage multiple tasks with ease and efficiency.</li> <li>• Ability to effectively manage change.</li> <li>• Ability to Identify risk and seek mitigation.</li> <li>• Strong analytical skills to include the understanding and documentation of business/clinical processes and the ability to identify opportunities to improve processes through technology.</li> <li>• Ability to analyze a situation, define the problem and identify solutions</li> <li>• Ability to resolve conflicts</li> </ul>
--	---

### 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
<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>X</b> <b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>

## UW HEALTH JOB DESCRIPTION

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