

# JOB OPPORTUNITY BULLETIN

As of Thursday, February 2, 2023

**Department:** Poison Control

**Job Title:** Poison Control Center Systems Manager

**Recruiter:** Kia Manson

**Search Code:** 2023-696

**Date Posted:** 1/17/2023

**Posting Deadline:** 2/17/2023

Excellence, Teamwork, Leadership and Innovation. These are the values that define UConn Health, and we are looking for team members that share these same values. Our top rated organization is looking to add a Poison Control Systems Manager to Poison Control Center/Emergency Medicine. If you have a background in this field, as well as a passion for patient experience, we want to hear from you.

Interested applicants may apply at Career Opportunities at UConn Health:

[https://jobs.uhc.edu/CSS\\_External/CSSPage\\_Referred.ASP?Req=2023-696](https://jobs.uhc.edu/CSS_External/CSSPage_Referred.ASP?Req=2023-696)

## PURPOSE OF CLASS:

At UConn Health, this class is accountable for independently developing, administering, maintaining, and enhancing the daily operations of Poison Control Center's computer systems and for providing change management to formulate strategy and develop plans that support project management, communications, workflow and process improvements, department readiness activities, and training for new initiatives and functionality through systems implementation and post-production development to achieve strategic organizational improvement. In addition, this class will be responsible for identifying, developing, and implementing system solutions to meet JDH Emergency Department needs.

## GUIDELINES FOR USE:

This class is used in departments that have independent departmental systems that are managed within a department/area that may be utilized university wide and that may interface with other university wide systems;

This class is reserved for areas where specific systems management skills and business operations are clearly required for a major portion of an incumbent's duties.

Incumbents in this class will manage the configuration, changes, upgrades and on-going process improvement projects that require in-depth knowledge of the system, specialty and disciplines in a respective parenthetical title.

## SUPERVISION RECEIVED:

Works under the limited supervision of an employee of higher grade.

## SUPERVISION EXERCISED:

Supervises assigned staff or project team members.

## EXAMPLES OF DUTIES:

- Schedules, oversees and reviews work of assigned staff; provides technical leadership; applies personnel policies and procedures; conducts performance evaluations; coaches, mentors and trains staff;
- Works collaboratively with stakeholders, finance, IT and other departments to ensure the delivery of high-quality, efficient system solutions (hardware/software); responds to changing business conditions and finds ways of improving efficiency and/or controls without compromising critical outcomes;
- Monitors and reports on the functionality of the system; creates and implements solutions aimed at optimizing user satisfaction, reliability and service; ensures minimal disruption of current processes;
- Establishes, monitors and maintains the system network environment, directories, security and databases;
- Manages vendor relationships; corresponds with vendor to achieve best practice for system functionality and solutions to issues;
- Develops or redesigns workflows to improve processes and outcomes; researches and recommends enhancements to system components;
- Resolves intricate system issues and documents detailed resolutions;
- Reviews project proposals to determine goals, time frames, procedures for accomplishing project, staffing requirements and allotments of resources;
- Ensures the ethical use of data, data integrity, security, and confidentiality of protected health information;
- Develops, implements, and maintains interactive dashboards that present relevant, meaningful poison information to the public to enhance understanding of poisoning trends and developing threats, in support of efforts to effect change;
- Extracts data from systems in response to requests from legislative, public health, and other stakeholders for poison information presented in a meaningful format; collaborates with health care professionals in research and publication projects to identify and extract relevant data and provide in a format appropriate to the platform in use (live presentation, scholarly paper, etc.);
- Identifies and analyzes project impacts including performing stakeholder and impact analyses;
- Collaborates with leadership on plans related to the development, integration, implementation and upgrade of the systems, services, and staff to support the business needs of the department and institution-wide requirements and processes;
- Develops and implements project plans, including specifying goals, strategy, identified risk, and contingency plans; formulates and defines technical scope and objectives; motivates managerial, professional and department staff to ensure system project goals are met;
- Maintains technical and project documentation; establishes standards and procedures for project reporting; prepares status reports and keeps management and stakeholders informed of project progress;
- Establishes and directs quality assurance testing to ensure system components are working properly and all data is being effectively transmitted via system interfaces;
- Supports department and end-user readiness by creating readiness checklists, on-site help teams after go live, and help desk coordination; establishes training plans and ensures staff receive comprehensive training on system functionalities, changes in workflow, procedures, and job functions;
- Stays current on clinical practices, policies, procedures, and workflows for areas of expertise and related areas; stays current on the system platform and related advanced features of software/hardware technologies;
- Performs other related duties as assigned.

Proficient in MS-Office, Excel programming, SQL programming language, and various EHR (Epic, toxicCALL) systems;  
Strong critical thinking, problem solving and analytical skills to perform root cause analysis;  
Considerable organizational, project management and planning skills;  
Considerable interpersonal and customer service skills;  
Considerable professional and effective communication skills; excellent observation and listening skills;  
Ability to articulate technical concepts and ideas;  
Ability to conceptualize complex processes and organize into logical, efficient workflows;  
Ability to identify quantitative methods of tracking applicable issue and error trending;  
Ability to meet deadlines and facilitate solutions in a fast-paced environment;  
Ability to train others on procedures and use of system.

#### EXPERIENCE AND TRAINING:

##### General Experience:

Eight (8) years relevant, progressive experience in systems administration, analysis, design and development pertaining to operating systems used in the Poison Control Center and Emergency Department, which includes at least three (3) years of experience in project/change management involving technology. Or an equivalent combination of education, experience and/or training which provides the required knowledge, skills, and abilities.

##### Substitutions Allowed:

Bachelor's degree in a related field may be substituted for four (4) years of general experience requirement. Master's degree in a related field may be substituted for one (1) additional year of general experience.

##### Special Requirements:

Must possess and maintain Epic certification in the appropriate specialty. If not in possession at time of hire into the position, must obtain within 6 months in the position.