



## POSITION DESCRIPTION

PD-0121 Rev 1

Information Services Project Specialist

**DEPARTMENT:** Administration  
**STATUS:** Exempt; Salaried  
**EXPOSURE RISK:** Category III  
**SALARY GRADE:** 50  
**REPORTS TO:** Director of Data and Information Services  
**SUPERVISES:** n/a

### GENERAL JOB FUNCTION

The Information Services Project Specialist is responsible for using project management methodology on cross departmental project teams to design, implement, and execute projects advancing company initiatives. Engage in effective project coordination of information services systems, data, and facilities, and within each project and communicate deliverables, escalations on cross-departmental efforts to support organ, eye, and tissue donation activities. Utilize various commercial and department-specific information systems, software applications, tools, and templates to ensure consistency and quality of project delivery, as well as provide visibility to milestone dates and project status. Support comprehensive hospital electronic medical record access and administration to drive efficiency and effectiveness for the donation process. Information Services Project Specialist helps support and develop tests reports for business operations using PowerBI and Excel. Improve data quality, accuracy, and timeliness by gathering, validating, and creating Power BI reports and dashboards from the Data Warehouse and Tabular Model. Support and develop data requests for business operations using PowerBI and Excel.

### JOB DUTIES AND RESPONSIBILITIES

**Engage in effective project coordination of information services systems, data, and facilities and within each project and communicate deliverables, escalations on cross-departmental efforts to support organ, eye, and tissue donation activities.**

1. Effectively communicate and lead project expectations, deliverables and initiatives to information services and data team members and other relevant stakeholders in a timely and clear fashion.
2. Write departmental project plans for assigned projects, including technical and project requirements, clear milestones, assignment of project task responsibilities, work authorization sign off, UAT, and publishing.
3. Establish regular status update meetings with applicable team stakeholders as needed.
4. Generate spreadsheets, diagrams, and workflow charts to document needs.
5. Create and maintain comprehensive project development, training, technical, and procedural documentation.
6. Identify and escalate unresolved obstacles to the success of the project.
7. Submit project deliverables, ensuring that the product meets or exceeds quality standards.
8. Interfaces regularly with project team members to ensure coordination and communication of project objectives, strategies, schedules, and tasks.
9. Create, maintain, and share weekly work plans to manage multiple project tasks and priorities with Director of Data and Information Services.

10. Participate in the data definition of project goals, scope, and objectives, representing technical systems and data integration aspects necessary to contribute to the project success.

**Support comprehensive hospital electronic medical record access and administration to drive efficiency and effectiveness for the donation process.**

1. Support and provide backup for EMR Program Owner, ensuring only authorized team members have electronic access to assigned hospitals in the LifeSource Designated Service Area.
2. Update documentation for authorized team members for ease of access to systems.
3. Support notification of hospital system security team members regarding changes in authorized team members.
4. Ensure ongoing tracking and measurement of hospital performance with detailed data analysis.

**Support Information Services Team by updating, maintaining, and creating data requests, documentation, and training using systematic process delivery tools and resources.**

1. Improve data quality, accuracy, and timeliness by gathering, validating, and creating Power BI reports and dashboards from the Data Warehouse and Tabular Model
2. Support and develop data requests for business operations using PowerBI and Excel.
3. Identify, propose, and/or participate in development of process improvements for the information services and data team.
4. Recommend procedure modifications or improvements to current IS processes to ensure effectiveness and efficiency to support strategic direction plans.
5. Work collaboratively to drive consistency in documentation of comprehensive information services systems, including knowledge base articles, workflow, and network diagrams.
6. Create and revise new and existing standard operating procedures, policies, guidance documents, and work instructions, collaborating as needed.
7. Support quality and consistency, engaging in root cause analysis, follow through, and timely documentation of any customer or regulatory audits.

**STANDARD RESPONSIBILITIES**

1. Perform work while demonstrating a commitment to excellence and performance improvement.
2. Update clinical and administrative documentation, including electronic systems, with accurate, real-time, appropriate information according to established practices and procedures.
3. Represent LifeSource in a professional manner with both internal and external customers, ensuring professional appearance and communication.
4. Participate in all appropriate meetings, in-person, on-site, or remote, as defined by leader.
5. Routinely share feedback, solutions, and ideas to leadership, including identification of training needs.
6. Exhibit outstanding clinical, customer service, and collaboration skills as required by position.
7. Maintain confidentiality and respect of information obtained within purview of position, as defined by policy and procedure expectations and in accordance with HIPAA.
8. Demonstrate LifeSource Values in work behaviors and actions.
9. Actively participate on assigned committees, work groups and project teams.
10. Execute job responsibilities in accordance with established Standard Operating Procedures (SOPs), Policies (POL), and practices as trained.
11. Perform other duties as required and assigned by leader.

**QUALIFICATIONS**

1. A combination of education and experience equivalent to 3 years of information services or project coordination responsibilities.
2. Associate degree (or global equivalent) and 1 year of project management education/training and able to obtain CAPM Certification within 18 months of hire date.
3. Detail oriented and highly organized with a desire to improve processes, take initiative, and solve problems.
4. Excellent critical thinking and analytical skills to confidently execute reasonable and sound decision making.
5. Strong communication and interpersonal skills including effective written correspondence, active listening, and professional customer service response at all levels.
6. Demonstrated interpersonal savvy capabilities, building, maintaining, motivating, influencing, and achieving cooperation with both internal and external relationships.
7. Proven self-directed, motivated contributor with a strong initiative and ability to function autonomously, establish priorities, and work effectively within a team environment.
8. Strong working knowledge of Microsoft Office applications.
9. Demonstrated ability to exhibit a high degree of quality, integrity, and honor confidentiality of appropriate information including, but not limited to, personal team member data, organizational operations or work processes, donor and donor family information, contributor details, any financial information and medical or protected health information (PHI) in accordance with HIPAA.
10. Proven skilled and competent in using technology-based devices and mobile tools such as personal computers and related software, electronic medical record systems, mobile phones, and mobile printing devices.

**WORKING CONDITIONS**

1. Able to work a minimum of 40 hours per week with schedule adjusted to accommodate organizational needs.
2. Affected team member in Category III never or rarely have exposure to bloodborne pathogens and do not have a potential for this exposure or handle materials that could spread infection (less than one opportunity per month). Additionally, they rarely interact with staff in patient or donor areas in a hospital or clinic setting while performing their assigned job duties.
3. Ability to lift and carry up to 20 pounds occasionally.
4. Must be able to follow and successfully complete category immunization, health screening and background check requirements.

**Team Member Statement of Acknowledgement and Understanding**

Acknowledgement of this job description is performed electronically via Q-Pulse—the LifeSource document control system. A team member’s electronic signature will represent the following statement of understanding:

*I acknowledge that I have received and reviewed the job description for my position and I feel that I can meet the requirements with or without reasonable accommodations. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities, and requirements of this position. Additionally, I understand the general description of the expectations related to work hours and absences, attached herein, are subject to change based on department and organizational requirements. I understand that LifeSource has the right to revise this job description at any time.*

**POSITION DESCRIPTION**

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Information Services Project Specialist

The following is a general description of the expectations related to work hours and absences. This is subject to change based on department and organizational requirements.

**POSITION EXPECTATIONS**

**Job Title:** IS Project Specialist  
**Reports To:** Director of Data and Information Services  
**Exemption Status:** Exempt; Salaried

**WORK**

**Work Day:** Monday – Friday  
**Hours:** 0800 – 1700  
**Lunch/Breaks:** Self-directed  
**Overtime:** N/A  
**On-Call:** N/A  
**Flexible Hours:** Yes  
**Flexible Location:** Yes  
**Weekends:** As project needs demand  
**Travel:** As needed for industry meetings  
**Mandatory Meetings:** Departmental and All Team Meetings  
**Meetings:**  
**Shift Relief:** N/A

**ABSENCE**

**Planned Absence** (*Vacation, Holiday, Leave of Absence, etc.*)  
**Short-term:** Vacation requests via HRIS and discussion  
**Long-term:** Coverage from project management office or information services colleagues.  
**Unplanned Absence** (*Injury, Illness, Leave of Absence, etc.*)  
**Short-term:** Coverage from project management office or information services colleagues.  
**Long-term:** Coverage from project management office or information services colleagues.

**COMMENTS**