

### **POSITION OVERVIEW**

Job Title: Application Analyst  
Business Title: *Application Analyst II*  
Job Code: APPLANST  
FLSA Status: Exempt  
Department: Product Support  
Reports to: Amy Williams  
Location: Remote  
Draft Date: 2/26/26  
Revision Date: 2/27/2026  
Approved By: Amy Williams  
Role: Individual Contributor

### **POSITION SUMMARY**

The position will report to Outpatient IT Services leadership and be responsible for supporting the full lifecycle of Outpatient applications which include Radiology Information System (RIS), 3D imaging, mammo tracking, online scheduling and other applications as required. The Application Analyst provides accurate and timely maintenance and support services for specified systems and troubleshoots problems. The Application Analyst plays a significant role in application upgrade, new site rollout, migration, and conversion projects.

### **POSITION DUTIES AND RESPONSIBILITIES**

- Supports full lifecycle of outpatient applications in multiple markets
- Supports implementation teams to complete outpatient application upgrades, rollouts to new sites, migrations and conversions projects and process improvement initiatives
- Supports application maintenance and image data transfers
- Works with Regional Outpatient IT Directors, Enterprise IT Support, other IT teams and Operations to ensure the needs of RP radiologists are met
- Works incidents and service request assigned to them in ServiceNow within defined SLAs and quality measures
- Collaborates and communicates with the various parties involved in incident resolution and service request fulfillment
- Develops outpatient application test plans and participates in testing activities
- Follows all outpatient application support processes, standards, and policies
- Identifies enhancement to known solutions within the knowledge base
- Prepares and presents technical and/or educational documentation of assigned application systems to enhance the knowledge of customers and team members
- Work will primarily be remote but requires travel to RP/client locations as needed to complete project and support tasks
- Other duties as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Healthcare experience, particularly in radiology, is favored.
- Working with a ticket management/service desk system; plus for ServiceNow experience
- Sound knowledge of Incident, problem and request management
- Excellent written and verbal communication skills



- Able to work with physicians, customers and various levels of support staff at our customer sites
- Able to work well with vendors.
- Able to work a flexible schedule, supporting clients in multiple time zones.
- Experience using SmartSheet, Excel and Word

**REQUIRED QUALIFICATIONS**

- Bachelor’s degree in Health Information Systems or a related discipline, work experience in IT; or the equivalent in education and information technology work experience.

**PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE**

- 2-3 years diverse IT experience.
- 2-3 years of clinical application support/implementation role; plus for knowledge with PACS, HL7, RIS, voice recognition systems.

**Physical Activities**

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

- Never       Occasionally       Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

- Never       Occasionally       Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

- Never       Occasionally       Constantly

Moving about to accomplish tasks or moving from one worksite to another.

- Never       Occasionally       Constantly

Adjusting or moving objects up to 15 pounds in all directions.

- Never       Occasionally       Constantly

Communicating with others to exchange information.

- Never       Occasionally       Constantly

Repeating motions that may include the wrists, hands and/or fingers.

- Never       Occasionally       Constantly

Operating machinery and/or power tools.

- Never       Occasionally       Constantly

Operating motor vehicles or heavy equipment.

- Never       Occasionally       Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

- Never       Occasionally       Constantly

**Environmental Conditions**

Low temperatures.

- Never       Occasionally       Constantly

High temperatures.

- Never       Occasionally       Constantly

Outdoor elements such as precipitation and wind.

- Never       Occasionally       Constantly

Noisy environments.

- Never       Occasionally       Constantly

Hazardous conditions.

- Never       Occasionally       Constantly



Poor ventilation.

Never       Occasionally       Constantly

Small and/or enclosed spaces.

Never       Occasionally       Constantly

No adverse environmental conditions expected.

Never       Occasionally       Constantly

**Physical Demands**

Sedentary work that primarily involves sitting/standing.

Never       Occasionally       Constantly

Light work that includes moving objects up to 20 pounds.

Never       Occasionally       Constantly

Medium work that includes moving objects up to 50 pounds.

Never       Occasionally       Constantly

Heavy work that includes moving objects up to 100 pounds or more.

Never       Occasionally       Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

\_\_\_\_\_  
Support Teammate's Signature

\_\_\_\_\_  
Date