IT Application Analyst
UPMC Hillman Cancer Center
Zabok, Croatia

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LIFE CHANGING MEDICINE

About UPMC Hillman Cancer Center

UPMC Hillman Cancer Center connects patients with the integrated expertise of leading clinicians, academic researchers, specialized programs, and treatment centers. Headquartered in Pittsburgh, PA (USA), UPMC Hillman operates more than 70 cancer centers in the U.S., with five cancer centers in Ireland and Italy. In 2025, UPMC Hillman will bring state-of-the-art therapies to Croatia at the Zabok General Hospital campus, about 40 km from the capital Zagreb. The facility will include medical oncology and radiation oncology, as well as PET-CT services. **We are currently hiring an IT Application Analyst, for this facility.**

Position Overview

The IT Application Analyst, under the general direction of the Operations Director, will operate all IT Support Services of health care applications and perform maintenance in an acceptable and satisfactory manner, in accordance with established department policies and procedures. The IT Application Analyst will also be expected to demonstrate flexibility in response to emergencies, staffing, or scheduling changes. The Application Support Analysts must be a critical thinker and problem solver as this position involves regularly evaluating the current state of the application, identifying aspects which could be improved and recommend changes in order to facilitate those improvements.

Job Requirements

- Associate degree or Diploma from an accredited University and at least three (3) years' experience OR at least five (5) years equivalent experience.
- Good knowledge of infrastructure and understanding of Database/Application Architecture
- Basic understanding of SQL and other simple programming concept
- Proficiency in reading, writing, and speaking English is required

The following skills are preferred:
- Thorough knowledge of complex automated information systems.
- Previous experience in the healthcare industry supporting multiple applications.
- Ability to multitask efficiently.
- Excellent leadership skills

- Excellent written and verbal communication
- Exceptional interpersonal and communication skills.

Responsibilities

- Provide 1st and 2nd level support for approved applications and technology equipment.
- Deliver high-level customer service in a fast-paced environment with the ability to stay positive under pressure.
- Produce documented details of all service calls in the ticketing system.
- Participate in and understand the life cycle of application deployments, including application installation, testing, deployment, support, and upgrades.
- Maintain an in-depth understanding of the needs and issues of customers, departments and practice groups.
- Maintain an in-depth knowledge of assigned application sets - With a focus on specific applications assigned to become the Subject Matter Expert for both the end user and from the troubleshooting side.
- Create and maintain Knowledge Base Articles for end user support issues.
- Monitor support issues related to the assigned applications.
- On assigned SME applications, participate with the project team on upgrades and keeping communications open and user community informed.
- Troubleshoot application problems, acting as liaison between the customer and the application owner, and at times with the vendor that may be engaged to resolve issues.
- Recommending and installing systems updates, patches, and hot fixes.

- Monitoring applications for readiness, availability, and trend analysis.
- Identifying and resolving application inconsistencies and defects.
- Logging application support incidents and preparing appropriate resolution plans.
- Performing administration activities, i.e., setting user accounts, roles, access, and privileges.
- Researching application problems and issues and preparing appropriate resolution plans.
- Handling for application-specific documentation, including converting user requirement specifications to a detailed design specification, writing test plans, technical evaluation, and configuration specification documents.
- Providing desktop support to end-users and collaborate with other IT teams as needed to resolve support tickets.
- Provides on-site and hands-on support for IT users and technology.
- Performs other duties as assigned.

Interested Candidates

UPMC offers competitive compensation and benefits. Candidates should be proven leaders and demonstrate a passion for excellence in providing exceptional patient care. To be considered for this role, please send a cover letter and resume. For more information on this opportunity, please contact Gina Matolcsy in HumanResources@upmc.hr.

About UPMC

Headquartered in Pittsburgh, PA (USA), UPMC is a globally recognized $26 billion academic medical center and an integrated healthcare provider and insurer. Working in close collaboration with the University of Pittsburgh Schools of Health Sciences, UPMC shares its clinical, management, and technology skills around the world. With more than 95,000 employees, 40 hospitals, 800 doctor's offices and outpatient clinics, and a 4.5 million member Insurance Services Division, UPMC works with public and private partners around the world to provide access to the best possible care close to home. UPMC has more than 20 years of multinational experience, operating hospitals and cancer centers in Italy and Ireland, while providing clinical expertise and advice in China and Kazakhstan. Our international team routinely brings innovation and global expertise to identify and assess what it takes to recommend and deploy high-quality healthcare solutions. Learn more about UPMC and its international operations www.upmc.com and www.upmc.com/about/international-uslugama.