

JOB DESCRIPTION

Job Classification: Technology Director

Reports to: CAO

Supervises: IT Department Personnel

Last reviewed: 09/04/2024

POSITION PURPOSE:

The Technology Director will oversee the planning, implementation, and management of all technology and information systems at Valley View. This role ensures the effective and efficient use of technology to support clinical and administrative functions, enhances patient care, and ensures compliance with healthcare regulations.

Initiative, coupled with a sense of momentum and the ability to stay focused on results despite changing conditions, is the key to achieving the performance objectives of this job. A leadership style that is firm and goal-oriented yet motivates, trains, and engages others enthusiastically is important. The confidence to handle a variety of challenges, a full commitment to the success of the clinics, and high standards of achievement are expected in this position.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in Computer Science, Information Technology, Information Systems, or related field.

Licensure/Certification: Applicable professional qualifications, such as Microsoft, or Cisco certification. Valid Current Driver's License

Experience:

- At least four years in IT and/or project management.
- At least four years in a supervisory/management role.
- Experience in healthcare IT, with exposure to IT service metrics, risk management, and infrastructure management.

Equipment/Skills/Knowledge:

- Managerial: Proficient in English, effective communicator, adept at managing diverse teams, and capable of working with minimal supervision.
- Business: Creative problem-solving, strong analytical skills, and understanding of HR and project management principles.
- Technical: Extensive knowledge in telecommunications, network systems, and healthcare IT integration. Strong competency in managing large data sets and complex information systems.

Work Environment: The role is primarily located within Valley View Clinic premises, with the occasional requirement for travel and multi-site coordination.

Physical demands: Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

Status Classification: Salary/Exempt

PRIMARY JOB RESPONSIBILITIES:

- A. IT Service Delivery:
 - Develop and maintain an IT service catalog and SLAs tailored to meet organizational needs.
 - Ensure world-class customer experience through effective staffing, tool utilization, workflow optimization, and escalation management.
- B. IT Staff Management:
 - Cultivate a growth-oriented, customer-centric IT environment that fosters innovation and accountability while promoting technical excellence.
- C. IT Infrastructure:
 - Design and maintain a robust IT infrastructure that supports current and anticipates future organization needs.
- D. IT Strategy:
 - Dynamically adjust and implement IT strategies in response to evolving business needs and technology trends.
 - Regularly engage with key department leaders to align IT initiatives with organizational and department needs.
- E. IT Goals and Standards:
 - Partner with CAO, IT Steering Committee, and other key leadership to establish and enhance IT metrics, objectives, and benchmarks.
- F. Budget Management:
 - Work with the CAO, CFO, IT Steering Committee, and other key leadership to establish a zero-based budget aligned with industry standards and growth targets.
- G. Vendor Management:
 - Develop key vendor relationships to secure the best service and pricing options.
- H. Problem Management:
 - Support the IT Helpdesk Manager in conducting root cause analysis to address systemic issues effectively.
- I. IT Security & Emergency Preparedness:
 - Collaborate with the Chief Administrative Officer (CAO), IT Steering Committee, and other key staff and vendors to enforce robust security policies and compliance with HIPAA and cyber liability standards.

- J. Emergency Preparedness:
 - Develop and test disaster recovery and business continuity plans in collaboration with operations and clinic teams.
- K. Network Management:
 - Manage internal and external network structures to ensure optimal connectivity, security, and availability.
- L. Warranty and License Management:
 - Manage software licenses efficiently, including procurement, usage, and active management.
- M. Telephony Management:
 - Oversee the design and maintenance of telecommunication platforms to adequately serve business needs, including individual, location, and call center services.
- N. Hardware Management:
 - Ensure all locations are equipped with modern, optimized network and computing hardware.
- O. Application Management:
 - Manage the selection, integration, support, and maintenance of all organizational applications, including electronic health records (EHR).
- P. IT Upgrades:
 - Coordinate timely and effective hardware and software upgrades.
- Q. Performs other related duties as assigned. Standards:
 - Follows guidelines established at time of assignment.
 - Accepts assignments willingly.
 - Prioritizes workload to ensure timely completion of assignment.
 - Asks appropriate clarifying questions relative to scope of assignment.

ACKNOWLEDGMENT:

I have read and understand the above Job Description and agree with it.

Employee Signature

Date

Supervisor Signature

Date