



Community Health Alliance of Pasadena dba ChapCare Job Description

Job Title: Director of Information Technology
Department: Finance
Report to: Chief Financial Officer
Directs: None
EEOC: Director
FLSA Status: Exempt

Position Description

The Director of Information Technology will manage and direct ChapCare's information technology (IT), health information technology (HIT) and information systems (IS) operations, ensuring the department provides efficient and effective technical support service. This position will be responsible for hiring and training staff. Will schedule, organize, and assign projects to members of their team and conducts performance evaluations that are timely and constructive. The position will also handle discipline and termination of employees as needed and in accordance with company policy.

The Director of Information Technology will serve as the liaison with hardware and software vendors as appropriate to solve problems or concerns. Consult and coordinate with Network Engineers to resolve technical problems and ensure system operation with minimal business interruption. The Director of Information Technology will implement complex and/or detailed technical procedures to maintain system integrity. Serve as the primary point of contact and support with external Network Support vendor. Management of hardware and software assets inventory. Create, recommend and implement Policies and Procedures regarding Computer Network, Health Information Systems and Information Systems.

Responsibilities and Expectations

- Leads development and implementation processes for the organizations IT systems and department.
- Develops and implements business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss.
- Establishes efficiency and efficacy standards, providing recommendations for improvement of IT infrastructure.
- Analyzes IT infrastructure and systems performance to assess operating costs, productivity levels, upgrade requirements, and other metrics and needs.
- Oversees security of systems, networks, and enterprise information.
- Monitor systems integrity; ensure all privacy and security standards are met; ensure compliance with all software licensing requirements and all information privacy legislation (e.g. HIPAA).
- Facilitates IT security audits or investigations.
- Develops and maintains relationships with external IT vendors and service providers.
- Coordinates multisite IT systems via enterprise resource planning (ERP).
- Leads strategic technological planning to achieve business goals by prioritizing technology initiatives and coordinating the evaluation, deployment, and management of current and future technologies.
- Setting short- and long-term IT implementation goals
- Collaborates with the appropriate departments and outside vendors to develop and maintain a technology plan that supports organizational needs.



- Keeps abreast HIE trends statewide and nationally, as well as security requirements, HL7 and Meaningful Use, as these pertain to HIE.
- Maintains competency in and thorough understanding of trends and technology futures in digital health. This would include interop-proper and also mobile apps, consumer devices, application programming interfaces and digital platforms (technology and identity access concerns most notably)
- Protecting sensitive data, systems, and applications from external threats
- Proactively strive to enhance the efficiency, effectiveness and quality of work flow throughout the organization through strong coordination and communication across disciplines and departments.
- Sets strategic direction and accountabilities for the MIS Tech Team including but not limited to long-term planning, training, hiring, and mentoring.
- Performs other related duties as assigned.

Desired Experience

- Excellent documentation skills to write documentation for systems and provide customer service on technical support issues.
- Clinical experience and understanding of physician practice operations are preferred.
- Interface with workflow team members and implement software Conduct analysis and coding to develop future workflow products.
- Basic knowledge of CPT, Healthcare Common Procedure Coding System (HCPCS), and ICD-9-CM coding is preferred.
- General understanding of the medical billing process is preferred.
- Monitors work to ensure quality, and continuously promote Quality of independent employees.
- Ability to read, skills to write, analyze, and interpret general business periodicals., professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, users and executives and the general public.
- Proficient in latest technology for IT systems and management to support ChapCare's goals.
- Proficient in Microsoft Office Suite or related software.
- Excellent organizational skills, attention to detail, analytical, management and interpersonal skills.

Qualifications

- Formal Training/Education: BS in Computer Science; Master's degree or MBA preferred, Computer Systems Engineering, or related field. Microsoft Certified System Engineer is highly preferred
- 10 years' experience managing and/or directing technological operations, with a proven ability to lead a progressive IT group to develop and implement IT programs on time and within budget.
- 5+ years' experience working in the healthcare industry with application responsibility in an ambulatory healthcare environment, including knowledge of front- and back-office utilization of financial and clinical information systems, is preferred.
- 10+ years of experience in various IT hardware, software, and general technologies including (but not limited to) computers, ethernet switches, routers, servers, ethernet cabling, remote access, LAN and WAN technology and connectivity, Internet technology and connectivity, building security systems, phone systems, network operating systems (Windows Server), Windows client operating systems, WAN/Remote Desktop training and hands on experience, databases, and various software packages including MS Office Suites. Knowledge, at least 5-7 years' experience analyzing, designing, executing, and maintaining IT solutions. SQL Server. Experience building project teams and driving change within an organization. Project Management experience a plus.



Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

Acknowledgement of Receipt

I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

Employee Name

Employee Signature

Date