



QUEENSCARE

## Job Description

### Director of Information Systems

<i>Department:</i>	Administration	<i>Prepared By:</i>	Araksi Simidyen
<i>Reports To:</i>	Chief Financial Officer	<i>Approved By:</i>	Dennis Benton, Chief Financial Officer
<i>FLSA Status:</i>	Exempt	<i>Approved Date:</i>	May 2023

#### **SUMMARY:**

The Director of Information Systems (DIS) serves as the primary executive for the technology infrastructure and functions of QueensCare and QueensCare Health Centers (QHC). This DIS oversees and provides leadership for all technology needs within the organizations and is responsible for technology-based business decisions. The DIS provides big-picture insight and direction for IS strategy, encompassing IS solutions for both business and clinical operations with strategies congruent with the mission and vision of the organizations. The DIS is responsible for innovation of systems and technology, advancement of best practices, and leads with vision to position the organizations for future growth and optimal utilization of all resources. The DIS leads a highly effective team of data analysts, EHR/clinical analysts and tech support staff to create an efficient and effective IS function using the most advanced technology available. The DIS promotes quality service, accountability, and delivery to support the growth and sustainability of QueensCare and QHC. The DIS reports to the Chief Financial Officer (CFO) of QHC.

#### **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

1. Supports and implements the organization's vision, mission, and values.
2. Promotes a culture of high performance and continuous improvement that values learning and high quality, service-oriented support to meet the needs of management and staff.
3. Supervises personnel to include screening, interviewing, hiring, disciplining, and terminating. Guides, directs, disciplines, coaches, and motivates staff regarding work performance, problem solving, and decision making to ensure staff meet work standards. Conducts all aspects of supervision in a professional, consistent, and objective manner.
4. Ensures staff members receive timely and appropriate training and development.
5. Develops and maintains the systems architecture for the organization.
6. Manages the organization's systems portfolio consisting of enterprise applications including, but not limited to, electronic medical/dental, accounting, human resources, telecommunication, fixed assets and ancillary application.
7. Develops and maintains appropriate policies for systems including application and data security. Ensures compliance with requisite governments.
8. Prepares annual budget and tracks costs for systems development. Negotiates and maintains agreements with software and service providers.
9. Maintains an effective understanding of current systems and emerging technologies. Assess applicability of emerging technologies for the business and appropriate timeframe for adoption.
10. Responsible for the development and implementation of the business continuity and disaster recovery plans. Executes regular tests of the capabilities.
11. Actively participates in appropriate industry related forums and roundtables, such the CCALAC CIO roundtable and various system user groups.

12. Produces management reports that guide the institutions to the most effective business decisions possible.
13. Uses discretion and judgment in handling sensitive or confidential information. Answers all employee and client inquiries in a timely and courteous manner. Listens and responds to employee disputes. Understands which decisions can be made alone and which need to involve others.
14. Advises key members of senior management on risk-related matters including potential risks, trends, and technology or information related issues.
15. Develops an annual information systems management plan, consisting of goals, with clearly defined quarterly measures.
16. Conducts bi-annual organizational information/technology risk assessments and reports on findings and trends.
17. Reports to the board and key management staff, quarterly, on information management activities, progress in meeting the annual management plan goals, and implementation of follow up actions. Translates the data into information that is meaningful to the intended audience.
18. Investigates matters related to loss prevention / risk reduction. Manages internal controls as needed.
19. Reviews errors using techniques such as root-cause analysis (RCA) to minimize the errors' reoccurrence.
20. Continually evaluates, documents, and monitors the adequacy of the information systems and technology infrastructure, process efficiencies / effectiveness, integrity of information, and safeguarding of assets.
21. Identifies areas of vulnerabilities and risks; develops / implements corrective action plans for resolution of problematic issues and provides general guidance / recommendations on how to avoid or deal with similar situations in the future.
22. Uses discretion and judgment in handling sensitive or confidential information. Answers all employee and client inquiries in a timely and courteous manner. Listens and responds to employee disputes. Understands which decisions can be made alone and which need to involve others.
23. Complies with organizational policies and procedures.
24. Must be willing and able to work at all locations as needed to meet patient care needs.
25. Must be willing and able to work all business hours including evenings and weekends.
26. Performs other duties as assigned.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION/EXPERIENCE:**

- Bachelor's degree in computer science, related field or equivalent work experience required.
- 8 years of systems development experience with five years of management experience required.
- Project management experience required.
- Master's degree in computer science or related field is preferred.
- Documented working experience with Microsoft Windows Environments, including MS-SQL and Microsoft Exchange, Internet Information Server and EHR applications, preferred.
- Experience installing, maintaining, support and troubleshooting of client/server technology, Internet/intranets, VoIP telephony preferred.
- Knowledge of Cisco network hardware preferred.

### **LANGUAGE SKILLS**

Ability to read and interpret documents, such as policies and procedures, benefits information, board minutes, routine mail, contracts and instruction manuals. Ability to compose routine reports and correspondence.

Ability to speak on a one-to-one basis and to make group presentations using appropriate vocabulary and grammar to obtain information, explain policies and procedures, and persuade others to accept or adopt specific opinions or actions, etc. Ability to discuss a variety of job-related topics on short or no notice. Skill in handling rapid changes of conversation involving difficult questions. Ability to effectively communicate with persons of various social, cultural, economic, and educational backgrounds.

Ability to read and interpret documents that are at times highly complex relating to clinical, legal and financial matters. Ability to write sophisticated reports and correspondence. Ability to speak and present information effectively with all constituencies: board of directors, physicians, clients, patients and employees of QueensCare Health Centers. Ability to facilitate discussions and work in a highly collaborative manner. Ability to positively manage and communicate change. Ability to influence key leaders, physicians and other providers.

#### **MATHEMATICAL SKILLS:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and apply concepts of basic algebra and geometry.

#### **REASONING ABILITY:**

Advanced ability to analyze information, problems, situations, practices or procedures. Advanced ability to analyze complex technical data using qualitative and quantitative sources of information to formulate logical and objective conclusions and to recognize alternatives and their implications. Ability to carry out instructions delivered in written, oral or in other daily situations that arise. Ability to deal with problems involving several concrete variables in standardized situations. Ability to make decisions and execute timely in order to produce a positive outcome.

#### **OTHER SKILLS AND ABILITIES:**

1. Demonstrates required knowledge, skills, and education for job functions.
2. Demonstrates ability and willingness to work in other areas as needed.
3. Ability to operate as an effective tactical as well as strategic thinker.
4. Strong mentoring, coaching experience to a team with diverse levels of expertise.
5. Superior management skills; ability to influence and engage direct and indirect reports and peers.
6. Self-reliant, good problem solver, and results oriented. Able to manage conflict in a direct and professional manner.
7. Thinks critically to navigate business issues on a daily basis, and strategically to develop long term plans.
8. Possesses excellent written and verbal communication skills; utilizing, tact, active listening, empathy and compassion.
9. Demonstrates proficiency in computer applications such as Microsoft Excel, Power Point, Word, Outlook, Compliance 360, and Navex Global Ethics Point.

#### **PHYSICAL DEMANDS:**

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 is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

**I have read and understand the above job description.**

\_\_\_\_\_  
Employee Name (Please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature