Director of Information Systems

SUMMARY:

The Director of Information Systems (IS) will provide leadership and oversight to build and maintain a robust and secure information technology infrastructure. The Director is responsible for managing the organization's information systems services, including helpdesk operations, system security, network and infrastructure management, the implementation and support of Microsoft technologies, EHR and data analytics applications. This role requires strategic leadership to ensure the alignment of IS functions with business objectives, especially through data-driven decision-making and operational excellence.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Supports and implements the organization's vision, mission, and values, ensuring alignment in all financial and business service operations.
2. Oversees and manages daily department operations, including IS helpdesk, EHR (Epic), and data report requests, ensuring timely and efficient resolution of issues and ensuring the delivery of high-quality services across the organization.
3. Supervises information systems, EHR, and data analytics department staff 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. Maintains and optimizes the organization's IS infrastructure, including network configurations, systems architecture, and integration of Microsoft technologies, while ensuring high availability, conducting performance assessments, and addressing vulnerabilities.
5. Manages the development, implementation, and optimization of cloud technologies using Microsoft Azure, ensuring scalability, performance, and security of hosted applications and services.
6. Leads cybersecurity initiatives, including threat detection, network monitoring, incident response, and disaster recovery planning.

7. Ensures regular testing and updating of disaster recovery and business continuity plans, focusing on cloud-based solutions and securing critical data systems.

8. Assesses current systems and processes to identify areas for improvement in system performance, data security, and user experience, and implements ongoing optimization to ensure the consistent delivery of reliable, high-performance IT services.

9. Assists with development of data security policies to safeguard sensitive health and business data, ensuring HIPAA compliance, regular audits, and adherence to security standards, including data security protocols and cybersecurity measures to protect organizational data and systems.

10. Spearheads data reporting and analytics through Power BI, ensuring the creation of meaningful reports and dashboards for clinical, administrative, and financial leadership. Provides insights into operational efficiencies, clinical performance, financial data, and system health.

11. Implements robust data governance policies, particularly for reporting, data analysis, and healthcare compliance.

12. Manages contracts with vendors while ensuring cost-effective procurement of IS resources.

13. Works closely with other departments, including clinical teams, finance, HR, and operations, to understand and address their IS, EHR and data reporting needs.

14. Regularly meets with senior leadership discuss the status of projects, performance metrics, and reporting insights that support decision-making.

15. Creates and maintains user guides, FAQs, and other technical documentation.

16. Assists in department projects and maintenance that may need to be conducted after standard business hours.

17. Must be willing and able to work on call rotation.

18. Must be willing and able to work at all locations as needed to provide in-house support and ensure patient care needs are met.

19. Must be willing and able to work regular business hours and evenings and weekends as needed to support the organization.

20. Performs all other duties as assigned.

QUALIFICATIONS, SKILLS & ABILITIES:

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.

- Bachelor's degree in computer science, Information Systems, or a related field required. Master's degree in computer science or related field is preferred.
- 8+ years of experience in IT systems management, with at least 5 years of leadership experience managing teams and large-scale IT projects required.
- Project management experience required.
- Certifications in Microsoft technologies (e.g., Azure, Power BI), Epic EHR, and cybersecurity (e.g., CISSP, CISM) are highly desirable.
- Proven experience with Microsoft technologies (Azure, Power BI, MS-SQL) and cloud-based systems.
- Experience managing and supporting Epic EHR systems, including integration with other enterprise applications.
- Solid understanding of network architecture, infrastructure management, and security best practices.
- Hands-on experience with data analytics and business intelligence reporting, particularly with Power BI.
- Strong analytical, troubleshooting, and problem-solving skills.
- Ability to prioritize and manage competing demands effectively.
- Demonstrated skills in building, motivating, and retaining high-performance teams.
- Ability to influence and engage direct and indirect reports and peers.
- A customer-oriented mindset with the ability to provide high levels of service and support.
- Critical thinker able to navigate business issues daily, and to make strategic and tactical decisions based on data insights and operational needs.
- Possesses excellent written and verbal communication skills, utilizing, tact, active listening, empathy, and compassion. Able to manage conflict in a direct and professional manner.
- A genuine passion and deep appreciation for the mission of the Organization.
- Flexibility to work both remotely and onsite as needed, including the ability to attend impromptu meetings or handle urgent issues in person at any of Gracelight Community Health's locations.