



Technical Director: Information Systems and Technology (IT)

Job Type: Full Time

Reports to: CEO/Executive Director

Job overview

The Technical Director of Information Systems and Technology is responsible for management of all IT staff and related IT functions of ethIN. This includes ethIN's technology infrastructure, and systems environment with accountability for the area's day to day operations and overall performance. The role will interact and work with all staff, HIE participants (members), third party vendors and suppliers, national technical networks, and will directly support the CEO/Executive Director.

Duties and responsibilities

The qualified candidate will be an experienced supervisor and qualified to manage ethIN's technology and systems environment, technical operations, as well as provide direct hands-on technical support. The position will require development of working knowledge of ethIN's HIE platform technology application, integration engine, data integration and normalization, technology tools and operational processes to perform the primary duties and responsibilities listed below.

IT Operations

- Plan, coordinate, and direct daily operations inclusive of infrastructure, software, hardware, and networks.
- Provide accountability for the network and systems infrastructure performance ensuring proper configuration, implementation, maintenance and monitoring of the technical environment, servers, all software, data and file encryption, and network connections (working with the third-party hosting environment)
- Provide vendor management of software, systems, hardware, and the third-party hosting vendors.
- Participate in selection and coordination of the implementation and upgrade of software, technology infrastructure and systems.
- Participate in new services development including functional requirements, technical requirements, implementation plans, and support requirements.
- Track and monitor technical inventories, licenses, and system certifications.
- Continually assess the effectiveness of the department's functions and technical systems to identify areas of improvement and technical or systems efficiencies.
- Participate in new participant discovery calls resulting in scope of work development and onboarding implementation plans.
- Provide direct support of all department functional areas including participation in troubleshooting issues, identifying, and implementing solutions, as well as development and implementation of new projects and services.
- Design/architect/possibly code application or interface solutions, as needed
- Provide oversight of projects using Project Management principles and processes to ensure compliance with project scope, budget, and timelines.
- Participate in the department's 7X24 on-call rotation

Department Management

- Develop, coordinate, and maintain documented technical standards and technical operational procedures and processes for both services and department's operations.

- Participate in development and maintaining policies and procedures.
- Develop, implement, and monitor department metrics and performance statistics for performance improvement and identification of efficiencies and best practices.
- Monitor performance trends and metrics to develop recommendations for service delivery and department performance improvements.
- Participate in development and maintenance of user training materials, use case documentation, participant (member) onboarding guides, etc.

Privacy and Security

- Support the organization's Business Continuity Management (BCM) and disaster recovery plans.
- Actively support the protection, security, and confidentiality of protected health information in daily activities and overall management of the IT department.
- Participate in updating and maintaining related documentation and standard operating procedures.
- Participate with completion of risk assessments, tabletop exercises, and other security activities; Lead implementation of action plans related to the IT staff, processes, and technology.
- Possess a working knowledge of HIPAA regulatory requirements and other HIT regulations and compliance requirements as applicable.
- Maintain confidentiality of all healthcare and business-related information gained from executing the functions of the position.

Staff Management

- Provide mentorship to IT staff, promoting growth and development of skills and experience.
- Working with the CEO, participate in staff annual goal development and performance reviews.
- Provide day to day staff attendance and performance supervision of the IT Department staff.

Department Strategy

- Provide recommendations to the CEO for changes and improvements in the department's workflow, operations, and cross department functions.
- Provide recommendations to the CEO for technology, systems architect, and system solutions to support existing services, new services, and IT strategic road map.
- Assist the CEO with oversight of operational and capital budgets, tracking annual expenses, and identifying unplanned expenses.
- Assist the CEO in identifying industry trends and initiatives which may impact etHIN.
- Other duties as assigned by the CEO

Qualifications

Skill/Work Experience:

- Excellent verbal and written communication skills
- Demonstrates a professional demeanor and excellent customer service
- Self-starter requiring limited supervision with ability to work independently
- Prior supervisory and coaching experience
- Excellent analytical, organizational, and documentation/writing skills
- Prior experience working with hosted applications and environments.
- Prior experience designing, testing, and delivering technical solutions and related documentation

- Experience and training working within work environments subject to HIPAA regulations or other Federal regulations
- Preferred experience in Healthcare Data Exchange standards and services.
- Preferred experience with HL7, CCD, FHIR, and National Healthcare Networks (eHealth Exchange, CareQuality, CommonWell, etc.)
- Preferred experience with management of IT environment integrating data from multiple different system applications and data sources.
- Preferred experience in State/Federal Healthcare Data Programs (Public Registries, Immunization Databases, ECR/ELR, PDMP, etc.)
- 5 years supervisory and managerial-level work experience, with prior experience as a technical division head or consultative expert in the field preferred
- 3 – 5 years healthcare IT related work experience preferred

Software:

- Microsoft Office 365 proficiency (Word, Excel, Outlook)
- Web browser proficiency (IE, Chrome, Safari)
- Microsoft Server (Active Directory)
- Intersystems HIE Applications (Ensemble/Iris, Health Share, Health Insight) preferred or other HIE platform experience desired
- Experience with Ensemble, Cache, Perl, Python, or other applications preferred
- SQL Database Analysis Experience (SQL Queries Qlikview Analytics)
- Healthcare Data Analysis Tools (HL7 Spy, Interface Explorer)
- Experience in healthcare data analytics preferred
- Salesforce Service Cloud preferred

Education:

- Bachelor's Degree
- Other Technical Certifications desirable

Other:

- Required Work Hours: Monday – Friday 8:00 am – 5:00 pm EST and on-call after-hours rotation
- Office Location: Knoxville, Tennessee; Position is 100% remote work and can be located anywhere within the United States.