



Position Title:	Information Technology Director
Department:	Information Technology
Supervisor:	Associate V. P. of Operations
Supervisory Responsibilities:	IT Support Staff
FLSA Status:	Exempt

### **Summary:**

The Information Technology Director performs a wide variety of complex and administrative tasks and provides leadership and support to all departments of Alluvion Health. The Information Technology Director is responsible for overall planning, organizing, and execution of all IT functions for Alluvion Health and its employees. The Information Technology Director directs all IT operations in the development, support and maintenance of new and existing infrastructure, applications, and platforms. In addition, the Information Technology Director will direct and coordinate the assessment, selecting and development of new technical solutions. The Information Technology Director establishes protocols and policies regarding information technology and associated risk management activities for all Alluvion Health departments and employees including management of disciplinary actions and risk management and safety protocols as necessary and to assure compliance with all appropriate laws and regulations. (S)he will provide leadership in establishing and maintaining a professional and respectful environment that supports teamwork while promoting dignity, privacy and confidentiality of patients, families, employees and volunteers.

Alluvion Health employs approximately 175 Full Time Employees.

### **All employees will exhibit the following behavioral traits:**

#### *Integrity and Trust*

Individual is widely trusted and can present information and discuss situations in an appropriate and helpful manner, keeps confidences, admits mistakes, doesn't misrepresent him/herself for personal gain. Is respectful in action and communication with clients, patients and staff.

#### *Mission Integration*

Adheres to the organization's mission during times of ease or challenge, is dedicated to the expectations and requirements of the mission and vision, acts in line with the values identified by Alluvion Health.

### *Team Relations*

Understands and supports the team approach and integrated model of Alluvion Health. Is seen as a team player, cooperative and supportive of his/her coworkers, practices what he/she preaches. Can be candid with peers and fosters open dialogue. Creates a feeling of belonging on the team and holds self and team accountable to those behaviors.

### **Essential Job Responsibilities:**

1. Coordinates and implements Alluvion Health's information technology systems and its components. This includes initiating, researching, developing, and recommending the implementation of systems and related policies and practices and providing advice and direction to ensure proper and consistent application. Develops, implements, and monitors policies consistent with state and federal laws, rules, regulations and recommends proposed policies and procedures. Alerts management of current and potential IT problems with recommendations for resolution to maintain compliance with state and federal regulations;
2. Directs internal communications to keep employees informed of all changes in IT policies and systems and to ensure consistency and understanding among management and staff. Interprets new policies and rules to determine impact to operations and provides training and information on policies and procedures;
3. Develops and coordinates a long-term strategic plan for organization wide information technology management;
4. Serves as systems engineer in all relationships with network vendors;
5. Directs and supervises IT staff to ensure appropriate assignment of job duties to enhance maximum delivery of services by IT;
6. Ensures the consistency and maintainability of existing applications by maintaining and enforcing standards/procedures for implementing technical solutions;
7. Develops, manages, directs and evaluates department programs and activities;
8. Prepares reports and recommendations regarding current activities, accomplishments, problems, and future organization needs;
9. Prepares annual department budgets, supplementary budgets and special grant requests;
10. Performs liaison duties between users, operations, and programming personnel in the areas of system design, modifications, trouble-shooting or requests for IT services;
11. Directs IT staff in production/implementation tasks according to a documented schedule that meets or exceeds customer expectations;
12. Troubleshoots software and hardware problems to ensure systems are operational and employees have access to computer programs and equipment;
13. Finds creative solutions that protect organizational information, yet maximize computer access for employees and appropriate service providers, as warranted;
14. Performs other duties or projects as required to accomplish the objectives of the position;
15. Establishes annual refresher training and recertification of employees to ensure they are maintaining the security standards of the agency. Maintains records of refresher certifications to ensure all employees are properly trained;
16. Ensures compliance with HIPAA/HITECH;
17. Provide leadership to all sites within the Alluvion Health system;

18. Supervises and coordinates various IT personnel actions including, but not limited to, recruiting, directing, training, competencies, performance appraisals, promotions, monitoring time and attendance, and vacation schedules to ensure the department operates in an efficient manner and patients/employees receive high quality customer service;
19. Remain knowledgeable of IT staff's roles and responsibilities, as well as all areas of practice to provide continuity of services during position vacancies; maintains work schedules for all staff;
20. Assists other members of the management team in developing ongoing management objectives;
21. Maintains compliance standards in accordance with the HRSA compliance policies, HIPAA, HITECH, FTCA and the Code-of-Conduct and reports concerns timely and appropriately providing resolution and follow-up to the CEO;
22. Participates in community outreach projects as coordinated with the CEO, CSO and CFO/COO;
23. Works with CFO, department directors and managers on the preparation and development of their budgets;
24. Responsible for completing various special projects/events, which may require reviewing and analyzing information, identifying problems, recommending solutions and writing reports;
25. Performs a variety of other duties as assigned; which may include but are not limited to: directing or participating in special projects and events, conducting research, representing Alluvion Health at meetings and conferences, and attending continuing education and training events.

### **Knowledge, Skills and Abilities:**

#### *Knowledge and understanding of:*

- Applicable data privacy practices and laws;
- Above average knowledge of mathematics required;
- Broad knowledge of information technology processing systems, concepts, and methodologies;
- Automated computer systems, electronic health records, Word, Excel, Internet, and Outlook;
- Network protocols and procedures;
- Current and potential future organizational operating systems and hardware;
- A variety of network components and the intricacies of diverse software products;
- Healthcare computer infrastructure and Information Services procedures, policies and organization;
- Safety rules, policies and procedures;
- HIPAA/HITECH Confidentiality Rules.

#### *Skills in:*

- Personnel administration;
- Hiring strategies;
- Quality Improvement processes;

- Risk management.

*Ability to:*

- Multi-task on diverse projects;
- Research detailed information and compile data;
- Effectively manage and relate to a diverse group of people;
- Maintain effective working relationships with Executive Team, Department Heads and employees;
- Effectively negotiate various contracts;
- Interpret policy and procedures;
- Communicate effectively both verbally and in writing;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Perform a wide variety of administrative and technical tasks with accuracy and speed under pressure of time-sensitive deadlines;
- Quickly learn and utilize new skills and knowledge brought about by rapidly changing information and/or technology;
- Make decisions in accordance with established policies and procedures;
- Handle confidential information with tact and discretion;
- Write reports, business correspondence, and procedure manuals;
- Read, analyze, and interpret periodicals, professional journals, technical procedures, or governmental regulations;
- Define problems, collect data, establish facts, and draw valid conclusions;
- Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables;
- Maintain a broad current knowledge of all aspects of IT infrastructure, hardware, systems and software;
- Oversee server support in consultation with external vendor support contracts;
- Oversee installation of computer hardware.

**Education/Training/Qualifications:**

*Education/Training:*

- Bachelor's Degree in Computer Sciences, Business Administration, Management or related field and five (5) years of related professional experience required;
- Experience in a Federally Qualified Health Center or Healthcare Setting preferred;
- Five or more years of progressive supervisory experience preferred.
- Desired previous or current experience/certifications:
  - Microsoft
  - Network Engineering
  - Network Security
  - Project Management

### ***Certifications:***

- Valid Driver's License issued by the State of Montana.

### ***Computer:***

- Intermediate to advanced software knowledge in Excel, Access, Word, Outlook and the ability to learn and adequately operate Alluvion Health software applications.

### **Language Skills:**

Fluent in the English language. Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

### **Physical Requirements:**

- 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.
- The employee is regularly required to sit and use hands and fingers to provide care to patients and operate computer;
- Frequently is required to reach with hands and arms;
- Must occasionally lift and/or move up to 40 pounds while transporting equipment and supplies;
- Specific vision abilities required by this job include close vision and looking into monitors for extended periods of time and ability to adjust focus which permits the employee to perform computer procedures, and to produce and review a wide variety of documents, correspondence, reports and related materials in both electronic and printed form;
- Clarity of speech and hearing that permits the employee to communicate well with others;
- Mobility that permits the employee to move about in a variety of building settings; Personal mobility that permits the employee to enter, operate and exit motor vehicles and travel to other clinic sites.

### **Working Conditions:**

- Work indoors in climate-controlled environment 95% of the time.
- OSHA Exposure Category #2 (The normal work routine involves no exposure to blood, body fluids, or tissues, but exposure or potential exposure may be required as a condition of employment.)

### **Work Hours:**

- Full-time, Exempt. Typically, a 40 + hour workweek.

**Comments:**

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.

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Employee Signature

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Date

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Immediate Supervisor

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Date

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Human Resources Signature

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Date