

MONTCALM CARE NETWORK

Information Technology Manager

Pay Range: \$55,000 - \$73,000

Status: Salaried, Exempt

I have read my job description and understand the essential functions.

Name: _____

Date: _____

General Summary

Under the supervision of the Quality and Information Services Director, a professional level position that is responsible for designing, implementing and maintaining the computer hardware and software systems and other peripheral systems such as voice and data communication and security systems. Responsibilities include, overall management of the technology systems and services of the agency, strategic planning of future technology needs, hands-on day to day involvement in technology operations and support, user training and resolving customer issues. Supervises the following positions: Systems Administrator and IT Specialist.

Essential Functions

1. Manages the day to day operations and health of agency technology environment. This would include, but are not limited to, the following:
 - a. Endpoint devices such as PCs, laptops, tablets, and printers.
 - b. Cloud computing services, including all hosted systems and software.
 - c. Network environment such as directory services, file shares, database, manage desktops, email, web site.
 - d. Data communication and telecommunication hardware and software.
 - e. Compliance and security controls such as antivirus, backup, and encryption.
 - f. Associate support and helpdesk functions.
2. Responsible for project management of any agency needs with a technology component.
3. Develops the IT annual budget and hardware/software refresh plan in cooperation with the agency Finance Director.
4. Serves as the consultant for or proactively recommend technology related purchases, upgrades, and contract renewals.
5. Provides training and awareness to associates on HIPAA, policies, procedures, applications, and use of agency technology.
6. Planning, development, design, and implementation of technology to support the agency's strategic plan.
7. Assists in ongoing planning, development, design and maintenance of the agency's Electronic Health Record.
8. Assists with state and local data reporting.
9. Oversees and provides direction to third-party vendors.
10. Maintain and monitor compliance with agency policies and procedures pertaining to the technology. Makes recommendation for changes to policies and procedures as required. This includes, but is not limited to, data retention, backup, passwords and disaster recovery procedures.
11. Participates in issuing and responding to Requests for Information (RFI), Requests for Proposals (RFP), etc., and other procurement activities.

12. Maintains communications with affiliate behavioral health partners, primary care providers and outside vendors to maximize the effective operation of the information technology system.
13. Complies with recipient rights reporting requirements established by the Mental Health Code and procedures of the Montcalm Care Network's Board.
14. Maintains a safe and positive image of the Montcalm Care Network with the public including consumers and is capable of communicating and working effectively with other staff, departments, consumers and the public.
15. Follows oral and written instructions and capable of working independently.
16. Operates an automobile to travel to other County and agency offices.
17. Lifts and moves boxes and equipment related to the storage and set up of servers, computers and phone systems.
18. Performs other duties as assigned

This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

Employment Qualifications

Education: Possession of a bachelor's degree in Computer Science, or other related field. Lesser degree if significant related experience.

Experience: Three years of experience in an IT role overseeing in-house and cloud network services. Such experience should include the training of other staff, development of policies and procedures, project management and working as a member of a team. Must possess problem-solving skills and technical expertise for the installation and maintenance of the management information systems, hardware and software. Prior supervisory experience preferred. Prior experience in IT role in healthcare setting preferred.

Other Requirements: Possession of a valid State of Michigan driver's license.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements and Working Conditions:

1. Works in office conditions and travels throughout the area to attend and perform various functions.
2. Stressful working conditions are often encountered, such as interacting with mental health consumers and professionals, rapidly altering work assignments as directed or required, etc., and various work hours and schedules including overtime and outside of regular (8am – 5pm) work hours may be required.
3. Repetitive bending, stooping, standing and sitting all are encountered with varying frequency and duration. For example, daily document filing and retrieval occur below knee level and above shoulder level.