



Position: Director of Information Technology/Information Systems

Responsible To: Chief Operations Officer and/or Chief People Officer

Classification: Exempt – Executive Category

Summary: Responsible for the overall planning, organizing, and execution of all IT functions for the organization, including directing all IT operations to meet agency requirements as well as overseeing the support and maintenance of existing applications, the development of new technical solutions and the security of the organization's technology infrastructure. The Director is also a champion of change for IT process improvement, data collection and data security. This is a key role interfacing with every department across three campus locations. This role will help support a variety of business needs, finance, HR, Program Excellence, support a K-12 School, telehealth applications, remote learning, as well as maintaining oversight of client related/clinical applications such as electronic medical records and other confidential client related information.

Qualifications/Experience:

- Bachelor's degree in computer science, information technology, or related field
- Minimum of 10 years of experience in the technology field
- 3+ years' management experience in an IT environment
- Experience working with EMR/EHR systems preferred, experience with healthcare/behavioral health systems/applications a plus.
- Knowledge of HIPAA, and IT security laws and standards required.
- Experience providing IT solutions in a clinical environment preferred.
- Experience in analysis, implementation and evaluation of IT systems and their specifications
- Extensive knowledge of computer systems (hardware/software), networks etc
- Ability to troubleshoot issues with software and hardware
- Ability to contribute to strategic planning with peers and upper management.
- Excellent project management, problem solving, communication, and interpersonal skills
- Critical thinker, problem solver, analytical. Strong leadership skills

- Works well in a team environment

DUTIES AND FUNCTIONS:

Strategy

1. Partners with senior planning leaders and executive leadership to create a sound multi-year plan with clear planning assumptions and accurate financial insights for the IT function.
2. Develops and manages strategy and execution of IT infrastructure for CSCH.

Operations

1. Will direct daily operations of the IT department, analyzing workflow, establishing work and project priorities, developing standards and setting deadlines.
2. Prepares and reviews project plans, coordinates project activity, analyzes projects for feasibility, updates project progress reports as needed.
3. Manages and oversee all stages of the development lifecycle for new projects
4. Work to deliver projects on time and on budget
5. Help to prioritize short and long term objectives
6. Consult with users, management, vendors, and IT staff to assess, evaluate and determine computing needs and system requirements, determine needed improvements and make recommendations for hardware and software and infrastructure upgrades as necessary.
7. Leads Agency efforts to improve IT processes. Will oversee the IT Governance Committee

Change Management

1. Direct and support implementation of software, hardware and system upgrades, ongoing maintenance, and enhancements.
2. Coordinates and communicates implementation of major releases, enhancement and upgrades, supports ongoing maintenance.
3. Coordinates all integration testing as well as maintaining implementation timeline and deliverables.
4. Acts as a change agent to instill IT/data gathering process improvement culture throughout the organization.
5. Communicates regularly with leadership, program leaders, process owners and other stakeholders about progress toward goal achievement, critical issues and obstacles.

Security

1. In conjunction with the Network Administrator, stays up to date on security risks, identifies security vulnerabilities and eliminates them by implementing strategic solutions that increase data safety.
2. Develops IT Disaster recovery plan

3. Updates and reviews organizations IT Security Plan. Prepares organizations internal assessment of the IT infrastructure on an annual basis.

Financial/Personnel

1. Prepares the financial budget for the department and presents proposals for capital projects. Control operational budget and expenditures.
2. Purchase IT related materials, equipment, or other resources.
3. Supervises Network Administrator, and IT Services Administrator. This role will also work closely with internal leadership, external vendors and advisors.
4. Recruit, hire, train and supervise staff, or participate in staffing decisions as needed for the department.

Policy/Procedure Development

1. Develop and interpret organizational goals, policies, and procedures. .Recommends organizational process or policy changes as needed.
2. Develops and implements IT operating strategies, plans, policies and procedures. Develops and maintains policies and procedures for EHR.

Analytics

1. In collaboration with program leaders, leadership and Program excellence develop new ways to interpret, mine and visualize diverse datasets.

Training

1. Provides oversight of Crossnore's computer related training Prepare operational progress or status reports.
2. Create, utilize, and implement customized training curriculum to train and instruct staff on the use of electronic medical records software.
3. Stay abreast of advances in technology.
4. Drive EHR-related best practice project management methodologies for EHR adoptions.
5. Serve as point of contact within the organization to communicate relevant updates or changes within the EHR or other data systems.

OTHER DUTIES

1. Manages and supervises staff assigned to area. Supervision of staff includes recommendations for hiring and termination, documenting all supervisory meetings, including minutes, corrective action, disciplinary action, performance appraisals, etc. in a timely manner. Ensure staff receives appropriate training in relevant areas in order to effectively meet the needs of clients and their families. Holds staff accountable for compliance with meeting program requirements, adhering to policies, procedures and providing duties as outlined in staff's respective job descriptions.

2. Supports supervisees in ensuring there is adequate coverage at all times (e.g., in the event of vacancies, vacation, illness, etc.).
3. Ensures personnel file compliance by submitting all personnel file documentation to Human Resources in a timely manner, also ensures that supervisees are compliant.
4. Ensures financial compliance for the program area by ensuring all payroll and accounts payable documentation is submitted in a timely manner.
5. Communicates with and provides feedback to the Leadership Team, addressing any areas of concern or potential problems. Works in collaboration with other programs and services both on and off campus to assure that the mission and vision of Crossnore School & Children's Home is met.
6. Promote a safe, secure environment in all areas of responsibility by adhering to all policies and procedures and all program guidelines pertaining to risk management.
7. Show good judgment related to work performance and ethical behavior and supervision of others.
8. Be responsive and sensitive to the cultural and ethnic differences among staff, students, cottage groups, and families served.
9. Use Crossnore School & Children's Home resources efficiently and conservatively, including time, facilities, vehicles, equipment, supplies and funds.
10. Participate in meetings per agency policy.
11. Present a positive, helpful, and professional image of Crossnore School & Children's Home in personal appearance and attitude.
12. Demonstrates the ability to take supervisory direction as well as work independently using sound judgment
13. Participate in regular performance evaluations and attend training opportunities to enhance professional growth.
14. Assume responsibility for professional development through appropriate use of supervision (clinical/individual or group) and attendance at classes, workshops, etc. to improve professional skills.
15. Ensure the provision of quality services through participation in Crossnore School & Children's Home's Performance Quality Improvement (PQI) process. Actively contributes to developing outcomes, indicators and setting targets and participates in the collection of data. Interprets data, and uses data to improve practice and service delivery. Engages supervisees in the PQI process and shares PQI information with staff.
16. Ensure compliance with all applicable standards of practice.
17. Other duties as assigned by the supervisor

PHYSICAL DEMANDS - Medium

Position may require lifting to 50 pounds at a time with frequent lifting or carrying of objects weighing up to 20 pounds. Frequent walking, standing, and sitting. Frequent reaching and/or grasping using hands and/or arms. May be required to ascend/descend stairs. Frequent use of hands requiring dexterity in using the telephone, computer keyboard, or other objects. Visual ability including distance, peripheral and depth perception. Ability to drive. Regularly required to talk and hear.

The above list is not all-inclusive. Other responsibilities may become necessary in the course of working routines and therefore be required.

_____ ***I understand that this job description does NOT constitute a contract for employment and that Crossnore School & Children’s Home may exercise its employment-at-will rights at any time.***

_____ ***I understand that this job description is a guide and is subject to change without advance notice to me. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time, due to reasonable accommodation or other reasons.***

_____ ***I certify that I am able to perform the essential functions of this position as outlined in this job description.***

_____ ***I have received and read this job description. I understand these responsibilities and am ready to fulfill them to the best of my abilities.***

Employee Signature

Date

CSCH Representative Signature

Date