

Cross Road Health Ministries, Inc.

Job Description

Job Title: IT Manager/Director
Department: Administration
Supervisor: CEO
FLSA Status: Full-time, Non-exempt
Approval: By: DRD Date: 03/22/2018

Position Summary: This position requires the use of broad range of technical and non-technical skills to accomplish IT operational objectives. The goal of the CRHM IT Department is to maintain high computer and networking systems availability, security and data integrity.

Qualifications: To perform this job successfully an individual must possess the required skills and be able to satisfactorily handle the essential duties and responsibilities listed below.

Essential Duties and Responsibilities:

(The following are as required—not all may currently apply and they may change over time.)

- **DEPARTMENT MANAGEMENT:** Create and manage IT department budgets and cost controls. Comply with corporate finance reporting requirements. Manage IT vendor relationships, equipment warranties & third party contracts. Communicate clearly and accurately with both technical and non-technical staff and the Board of Directors on technical issues, verbally and in writing.
- **FRONT LINE MANAGEMENT:** Create and manage the IT Department staffing plan. In conjunction with the Human Resources Department, hire IT Department employees. Supervise and evaluate IT Department employees. Recommend IT staff salary adjustments. Manage IT employee sanctions.
- **SECURITY & COMPLIANCE:** Oversee corporate IT compliance (HIPAA, HITECH, AAC, PCI DSS, etc.). Manage user accounts, access and controls in a Windows Active Directory environment. Oversee corporate IT audits. Create and manage Information Management documentation required for compliance. Fulfill the duties HIPAA Security Officer.
- **TECHNOLOGY CHANGE LEADERSHIP:** Research, document and present recommendations to management regarding new technology and vendor relationships. Create RFPs, evaluate responses and make recommendations. Issue purchase orders, receive inventory, track IT department expenses. Project manage the implementation of new technology. Act as lead technical contact with service providers and vendors.
- **SYSTEM ADMINISTRATION:** Install, configure, reconfigure and upgrade, as required, computers, networking systems, security systems, peripherals and specialized equipment necessary to meet integrated systems objectives in accordance with security and compliance requirements and organizational policy and procedures. Troubleshoot complex network, system and application problems to identify and correct malfunctions and other operational problems. Respond in a timely manner to systems, hardware and software failures. Organize and manage hardware and software inventories, site and server licensing and user access licenses. Administer backup and recovery systems. Manage disaster recovery systems. Create and administer technical documentation. Administer the Cross Road website, domain registration and public DNS records.

- **USER SUPPORT:** Respond in a timely manner to support requests from users. Create written documents, video instructions and policies and procedures. Guide and instruct individual users or groups in the best use of IT.
- **DATA MANAGEMENT:** Access, analyze and present organizational data for monitoring, decision making and to support organizational reporting requirements.
- **AVAILABILITY:** This position requires on-call support, regularly working outside of normal Mon-Fri hours and regular travel to satellite clinics. This position normally requires 7-day/week availability and on-site presence. On-time attendance for scheduled workdays is required. Unless excused, attendance at mandatory in-service training days and departmental meetings is required.
- **PROFESSIONAL CONDUCT:** Uphold the mission and values of Cross Road Health Ministries. Deal with coworkers, patients and the general public in accordance with the Cross Road Health Ministries' mission and values. Meet all reporting requirements for the position, which includes updating the system logbook when troubleshooting or making changes to servers, tracking user account security changes, and tracking work hours and tasks accomplished.

Skills:

- **TECHNICAL PROFICIENCY:** Understands current technology; understands a broad range of new technologies; able to assess potential impact(s) of technological change on the organization. Proficiency with TCP/IP, routing and network troubleshooting is required. Proficiency with Microsoft server and desktop operating systems and the Microsoft Office suite is required. Prior experience with HP switching, IP phone systems and Unix /Solaris is an asset. Prior experience with the Office 365 environment is an asset.
- **INNOVATION:** Will question the status quo and consider new possibilities; observant of gaps in current systems that suggest new ways of doing things; willing to experiment; able to network with individuals from diverse backgrounds; can create new insights and solutions.
- **COMMUNICATION:** Able to translate complex technical concepts into relevant and easy to understand language.
- **CHANGE MANAGEMENT:** Able to advise using objective risk-benefits analysis; comfortable with disruptive change and competence to lead others through it.
- **PROACTIVE:** Takes responsibility for and effectively manages assigned area(s) of oversight.
- **TEAMWORK:** Able to collaborate professionally with other health team members on technical issues and projects. Provide technical support and advice to other departments.
- **PROBLEM SOLVING:** Able to analyze and implement solutions for complex technical problems. Ability to effectively use both built-in Windows and third-party troubleshooting tools.
- **EXCELLENT TIME MANAGEMENT SKILLS:** Able to assess and prioritize tasks based on urgency. Able to manage conflicting priorities. Productive when working independently with minimal supervision.
- Holds a current Alaska driver's license or willing to obtain.
- Reads, writes and speaks English fluently.

Education/Experience:

- Information technology and other technical certifications, educational background and experience will be assessed during hiring process.
- At least one year of experience managing a small Windows Active Directory network (50-100 machines) is preferred.

- Bachelor's degree in information technology or a related field is preferred.
- Experience with front line management is an asset.

Other Skills: Ability to read and comprehend detailed instructions, correspondence and memos. Should have effective oral, written and telephonic communications skills, including excellent verbal and telephone etiquette. Exceptional customer service, time management and multitasking skills are required. Proficient in business principles and practice.

Physical Demands/Work Environment: The 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.

While performing the duties of this job, the employee is regularly required to use hands to finger, grasp, handle or feel and to reach with hands and arms. The employee is frequently required to sit, stand, walk, see, speak, and hear. The employee is occasionally required to kneel, climb or balance. The employee is regularly required to lift up to 10 pounds, occasionally lift up to 25 pounds, and rarely lift more than 50 pounds. This job rarely involves exposure to blood, body fluids, or tissues.

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job.

This Job Description reflects Cross Road Health Ministries' best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. *This is not intended to be a contract.*

Your signature indicates you have read this Job Description and understand the essential qualifications and functions of the job.

Employee Signature: _____	
Employee Printed Name: _____	Date: _____
HR Director Signature: _____	Date: _____