



Job Title: I.T. Operations Team Member

Status: Full-Time

Summary Directs and executes the organization's Information Technology (IT) planning and practices. Serves as a liaison with IT suppliers, vendors, and service providers.

Essential Duties and Responsibilities

- Responsible for compliance with adequate IT controls to safeguard the assets of the clinic and ensure compliance.
- Responsible for the timely and accurate reporting of IT information to various constituencies including the Chief Technology Officer.
- Helps support technology needs of the Board of Directors.
- Participates as a member of the IT Operations team to develop Information Technology goals and strategies.
- Identifies areas of risk, conducts audits and investigations, develops strategy, and ensures effective use of computing resources.
- Provides training to all staff when required to assure quality control and effective use of computing resources.
- Maintains all lines of communication, hardware and software throughout health center.
- Serves as liaison with EHR vendor.
- Some other duties may be assigned as needed.

Competencies

- Analytical - Synthesizes complex or diverse information; collects and researches data.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully.
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication - Writes clearly and informatively; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

- Includes staff in planning, decision-making, facilitating and process improvement; makes self available to staff; provides regular performance feedback; improves processes, products and services.
- Business Acumen - Understands business implications of decisions; aligns work with strategic goals.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.
- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays, or unexpected events.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree or equivalent in information technology or related field experience, and five years' IT experience, preferably in a healthcare and/or non-profit environment.

Computer Skills

To perform this job successfully, an individual should have in-depth knowledge of hardware and software needs encompassing the health center's operations including PCs, servers, printers, Networking, Information Security, and EHR