



Job Description

Job title	Manager, Information Technology
Reports to	President / CEO

Job purpose

Under general direction, this position plans, organizes, and directs daily technical activities, overall information systems strategy; coordinates program-wide information systems planning and ensures that mid- to long-term plans are prioritized and consistent with resource constraints; oversees the development of new automated systems and programs as well as the modification and enhancement of existing systems to meet user needs; and coordinates the acquisition of new and replacement hardware and software and manages relationships with managed service vendors for help desk and network management.

The Information Systems Manager provides technology-related vision and leadership for the development and implementation of Information Technology (IT) initiatives that help DAAA run efficiently and meet industry best practices including Security and HIPAA. This is a key management position that is responsible for aligning the IT strategy and supporting policies with DAAA business strategy and policies/strategy/services provided by DAAA.

Core Competencies

This individual must be able to demonstrate strong analytical and problem-solving skills, exercise sound judgment, activities. Demonstrate business and financial acumen. The person should be forward-thinking and creative, with high ethical standards, and an appropriate professional image. Operate as a strategic visionary with effective communication, sound technical skills, analytical ability, good judgment and strong operational focus. Be a well-organized and self-directed individual who is "politically savvy" and a team player.

Servant leadership:

The successful candidate should be demonstrating excellent interpersonal skills with experience motivating, coaching, and developing high-performing teams. Must be able to demonstrate strong analytical and problem-solving skills, exercise sound judgment and ability to read / analyze complex documents. The ideal candidate must be forward-thinking, with high ethical standards and an appropriate professional image. The successful candidate must have outstanding communication skills, commitment to excellence and innovation, a passion for DAAA's mission & vision.

Essential Duties and Responsibilities

This position coordinates with DAAA managed service help desk vendor on daily break/fix support operations and ensures that technical strategy, policy, and procurement are consistent with broader DAAA enterprise architecture and the information security program.

- Oversee technical development projects and provides support and expertise to ensure alignment with DAAA operational goals.
- Manages the secure operation, monitoring and maintenance of the computer equipment available in the organization.
- Work with DAAA staff for Medicaid Billing, EDI Transactions and Processing
- Planning & Organizing – Collaborate with leadership and team leads to develop and maintain project/operational plans including prioritization of assignments/tasks.



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- Monitors information technology hardware and application performance to ensure they are setup for high availability and performance, testing for validity of results, accuracy, reliability and conformance to established standards.
- Interface with cross-functional teams to identify opportunities to increase efficiency and improve quality, quantify impact, prioritize initiatives, and develop execution plans.
- Manage and build customer relationships and create client satisfaction, ensuring all requirements, schedules, deliverables and milestones are met for IT work orders, tasks, and projects.
- Monitors medical records scanning and release of information performance to ensure industry standards are being met and customers receive documentation in accordance with corporate standards.
- Ensure DAAA technology environment meets HIPAA and CARF Technical and Security requirements
- Tests and assure the disaster recovery process is capable of meeting recovery standards, business continuity plan in lieu of electronic systems being available, HIPPA compliance related to IT, and other regulatory compliance as needed.
- Ensure Network and Computer Security Industry best practices are enforced
- Serves as HIPPA Security Officer.
- Leads team to maintain and improve performance of company telephone system.
- Able to develop and maintain project plans, agendas, budgets, and minutes to communicate with corporate leadership project members.
- Performs other duties as assigned.

Education

Education: Bachelor's Degree in business management, information technology, and/or related field preferred.

Work Experience

Work Experience: 7+ years progressive IT experience, Medicaid, Healthcare and/or not for profit experience a plus.

Cognitive Skills (Language, Math, Reasoning Ability): Strong customer service skills, ability to negotiate, excellent written & verbal communication skills, strong reasoning and critical thinking abilities, decision-making capability required.

Computer Skills: Must have knowledge of Microsoft business programs such as Word, Excel, PowerPoint, Access, Project, InfoPath, and OneNote. The candidate needs to understand IT documentation requirements and policy/procedure requirements. Experience with virtual systems is a plus. Systems-interfacing is a plus. Knowledge of HIPAA requirements preferred. Microsoft Office365, Outlook, Microsoft Server, Switches and Firewall management is a plus.



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Working conditions

Hours of operation are 8:30am to 5:00pm.

Physical requirements

The person in this position must be able to:

- Remain in a stationary position 50% of the time
- Occasionally move about inside the office to access office machinery, etc
- Constantly operates a computer / phone and/or other office productivity machinery, such as copy machine, and computer printer, etc.
- Primarily works in outdoor weather conditions – not applicable.

FLSA Status

Non-Exempt

Salary

Competitive salary

Leadership Signature:	
Date approved:	
Employee Signature & Date:	

Disclaimer: This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned; thus, may be subject to change