

Hospice of Southern Maine

Position Description

Title:	Information Technology Director	Reports to:	Chief Executive Officer
Primary Location:	Main Office	FSLA Class:	Exempt
Supervises:	Help Desk & IT Specialists	Effective Date:	07/29/2020

Position Summary:

The Information Technology Director is responsible for the leadership and coordination of information technology (IT) services and has primary responsibility for short and long-range strategic planning of the technical infrastructure to ensure that it supports current and future needs. Serves as HSM's Security Officer to assure system security, emergency preparedness and disaster recovery planning.

1. **Education:** Bachelor's degree in information technology, information systems, computer science or related field (graduate degree preferred).
2. **Experience:** Minimum seven years' experience working in IT operations required. Minimum five years' experience overseeing IT teams and projects required. Broad knowledge of operating systems, networks and servers required. Technical knowledge and analytical skills to identify complex system issues and coordinate an effective resolution. Ability to manage multiple projects concurrently. Demonstrated ability to communicate technical matters effectively with people of varying skills and background. System security, emergency preparedness and disaster recovery experience required. Experience in a healthcare environment preferred.
3. **License/Certification:** Licensed driver in Maine, with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:

1. Analyzes business requirements for IT needs and systems; proactively assesses new and emerging technologies; develops plans, implements strategies and maintains comprehensive information and communication systems that are current and appropriate for agency needs including software, hardware, networks, security, and other required technology systems.
2. Works closely with all members of HSM's Senior Team to improve and develop information management systems to support efficient and effective management of the organization.
3. Provides planning, budgeting, leadership and supervision to the IT department; communicates current and projected needs, requirements and options in the budgeting process; recommends acquisitions and updates; monitors life cycles to assure sound systems and good financial planning to support new purchases.
4. Supports effective use of Office 365 and related products and supports the breadth of other technologies in use at HSM, including the Electronic Medical Record and phone system.
5. Manages HSM IT department employees to assure high quality customer service; promotes continuous learning and development in areas key to HSM's technology needs; coordinates with both internal and external resources to arrange staff training and professional development.
6. Evaluates all expansion, modifications, and changes in existing information systems, infrastructure, or interfaces; responsible for short- and long-term planning, project management, and implementation of changes or new deployments; judges and communicates implications of change for the organization; assures ongoing maximum availability and reliability of the technical networks.
7. Maintains inventory of software and hardware to support HSM's on site and remote work environments.
8. Assists HSM's decision makers when selecting cloud-based applications and assessment of system security, redundancy and disaster recovery.
9. Develops and maintains policies and procedures related to all aspects of information/communication systems procurement, use, and maintenance, user support, reporting, and distribution of information.

10. Develops information security guidelines and manages implementation; ensures systems are in place to protect system security, data integrity, reliability, and accuracy; assures compliance with security and emergency preparedness standards required by the agencies that regulate HSM's business.
11. Ensures departmental compliance with all organizational licensing rules and regulations.
12. Maintains, reviews, and updates the disaster recovery plan.
13. Works with HSM leadership to support the development and maintenance of a workforce that is competent in using the dynamic technologies needed to function efficiently and effectively at HSM.
14. Ensures the IT Help Desk program, including after-hours and on-call support, is fully staffed and meets organizational needs; participates in Help Desk rotation as needed.
15. Promotes HSM excellence by establishing and achieving high quality internal and external customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending system improvements.
16. Develops and maintains relationships with external IT vendors and service providers. Evaluates and recommends vendor contracts for hardware, software, and technology related services as needed.
17. Serves as HSM Security Officer. HSM has designated the Information Technology Director to serve as HSM's Security Officer, who shall be responsible for: The development and implementation of HSM's policies and procedures required by the HIPAA Security Standards, in consultation and collaboration with HSM's Privacy Officer; Monitoring HSM's compliance with the requirements of the HIPAA Security Standards; Reporting any HIPAA security-related compliance issues or concerns to HSM's Privacy Officer, Compliance Officer and Chief Executive Officer and, as necessary, to HSM's Board of Directors; and Other roles and responsibilities specifically assigned to the Security Officer in HSM's HIPAA policies and procedures.
18. Performs other duties as assigned.

Other Job Functions:

The following is a list of responsibilities of this position but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Adhere to all HSM, state and federal policies and procedures, laws and regulations that are relevant to job responsibilities.
2. Reports incidents according to agency policy.
3. Follows disciplinary procedures when employees deviate from policies and procedures.
4. Maintains confidentiality of business and health information in accordance with HIPAA and state regulations, and HSM policies.
5. Participates in quality improvement, strategic planning, staff recruitment and retention, marketing, development and corporate compliance activities, as applicable.
6. Participates in professional and self development by attending continuing education programs/ inservices.
7. Illustrates being a team player by being available to perform other special tasks as assigned to assist with the mission of HSM.
8. Supports good relations with all internal and external customers by interacting in a kind, respectful, and professional manner; carries out duties and responsibilities of position in a manner that exemplifies excellent customer service.
9. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.

Required Skills, Abilities & Knowledge:

1. Demonstrated ability in IT and project management, preferably in a health care setting.
2. Demonstrated leadership skills to facilitate appropriate direction and supervision to staff.
3. Effective time management and organizational skills to manage multiple tasks.
4. Knowledge of hospice services and regulations, and health care reimbursement systems.
5. Excellent interpersonal oral and written communication skills; ability to communicate with a variety of people; active listening skills.
6. Experience in personnel management.
7. Demonstrated understanding of, and ability to use, various computer software applications.
8. Ability to maintain absolute confidentiality.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	
Climb	X		
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature		X	
Exposure to blood borne pathogens and infectious disease	X		
Exposure to hazardous materials	X		
Repetitive Motion			X

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee's Signature _____ Date _____