



# Administrative Director of Information Technology

**Job Code:** ADO - 128  
**Revision Date:** Dec 21, 2018

**Salary Range:**  
\$36.48 - \$59.68 Hourly  
\$2,918.40 - \$4,774.50 Biweekly  
\$75,883.00 - \$124,137.00 Annually

**FLSA:** Exempt

## Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

## General Description

The Administrative Director of Information Technology works under general direction, manages the development of all application systems within Emergency Health Network, including enterprise and personal computer systems. Work responsibilities extend to leading, planning, directing and controlling the efforts of project application teams in designing, implementing, and maintaining data processing systems. The incumbent is responsible for scheduling and overseeing the daily operations of the division, as well as assuring a stable and available computer environment through data management, systems performance, hardware and operating software maintenance, security and user administration, and disciplined practices and procedures within operations. Will have oversight of the Security Officer role and duties.

## Duties and Responsibilities

**The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Manages the application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;
- Manages the design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
- Designs, documents, tests, creates, or makes modifications of computer technologies related or interconnected to operating systems;
- Investigates, analyzes, designs, develops and implements appropriate cost-effective solutions to business issues;
- Investigates, plans, analyzes, designs, codes, tests, implements, trains and supports quality systems; Analyzes, investigates and helps to develop a proposed solution to business sponsored initiative;

- Oversees the direction of software applications support, web media design, software development, database administration, and project coordination/management staff;
- Supervises department employees, including assigning and reviewing work, training, completing performance evaluations, and making recommendations on hiring, terminating, and disciplining personnel;
- Motivates and evaluates department staff; provides or coordinates training and works with employees to correct deficiencies;
- Plans, directs, and coordinates, through subordinate-level staff, the department work plan; meets with management staff to identify and resolve problems; assigns and assists with projects and programmatic areas of responsibility; and reviews and evaluates work methods and procedures;
- Manages and directs the application support group, including setting priorities, coordinating with staff and users and progress reporting;
- Plans and budgets resource needs, system purchases and expenditures;
- Coordinates the standardization of development and interfacing of systems throughout the enterprise; establishes standards and techniques for improving applications development, design, processes and results;
- Directs the development and maintenance of all application programming; application support; serves as project manager for mission-critical enterprise information system projects;
- Provides direct interface to department Directors and key user staff members, and vendors;
- Collaborates with technical personnel in scheduling equipment, analysis, feasibility studies and system planning;
- Participates in the resolution of complex/severe system problems;
- Directs, evaluates, recommends, and coordinates new technology for implementation; Plans, establishes, and accomplishes departmental goals;
- Works with internal customers to understand their needs for automated systems, prepares technical specifications and recommends options to stakeholders; prepares and presents various special and recurring reports;
- Provides support, mentors, transfers knowledge, and skills to staff at all technical levels in a team environment to meet established goals and objectives;
- Attends and participates in meetings, training and information sessions; Stays abreast of new trends and innovations in the field;
- Due to critical nature of IT system must be available to respond to department in a timely manner;
- Commits self to providing excellent customer service and demonstrates commitment through cooperative team and individual efforts; and
- Creates a high-quality work culture through participation in and emphasis on training and mentoring to develop leadership, management, and technical skills in self and all employees, including safety related training and skills.
- Provides technical support to project team members;
- Directs employees, vendors, and consultants during the project management phase of systems implementation;
- Manages and leads the technical planning for the enterprise environment to include hardware, applications, operating system software, and communications;
- Oversees the application systems process of reviewing, analyzing, modifying, encoding, testing, debugging and installing of the programming systems;
- Coordinates documentation and training updates and maintenance;
- Performs the analysis, development, testing and implementing of interface systems and data conversion; Plans, implements, upgrades to all software systems and related components;
- Oversees all EHN systems;
- Oversees quality assurance program for enterprise systems by following up on end user requests for support;
- Develops metrics for measurement and continuous improvement in customer support;

- Ensures appropriate records are kept, by collecting and compiling general reference materials and information pertaining to Information
- Technology Department's practices and procedures;
- Participates in "on-call" application support;
- Prepares, plans, and executes integration and system testing activities;
- Creates and maintains system interface diagrams, functional designs, and technical specifications; Works in all design, testing, and conversions;
- Writes precise user, programming, and system documentation for implemented systems;
- Directs the analysis and design of program routines and systems;
- Analyzes and reviews customer development requests for applicability and functionality;
- Advises management in the feasibility of implementing new systems;
- Demonstrates leadership and ability to deliver efficiency and quality at the highest of standards;
- Be available by telephone to respond to work beyond standard workday or workweek hours as necessary.
- Occasional travel.
- Performs other duties as assigned.

### **Minimum Education and Experience Requirements**

Requires a Bachelor's Degree in Health Care Administration, Public Administration, Business Administration or related field, supplemented by four (4) years of progressively responsible experience in systems analysis, design, and implementation, technical and application support, business analysis, programming experience, Enterprise Resource Planning (ERP) Financial, HR, Payroll, and/or database software systems, plus two (2) years of Supervisory or managerial experience in information technology management; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

### **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit and use hands and fingers to handle or feel. The employee frequently is required to reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee is occasionally required to stand, walk, and climb or balance. The employee must frequently lift and/or move up to 30 pounds and manually push/pull a dolly. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. Must be able to operate a vehicle.

### **Unavoidable Hazards (Work Environment)**

While performing the duties of this job, the employee is occasionally exposed to risk of electric shock. The noise level in the work environment is usually moderate. Equipment Used: Computer terminal/data processing software; various computer peripheral equipment as required; general office equipment as necessary.

The above is intended to describe the general nature and level of work being performed by this position. The statements are not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

### **Special Certifications and Licenses**

Must possess and maintain a valid state Driver's License with an acceptable driving record.

### **Americans with Disabilities Act Compliance**

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

### **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.