Detailed Job Description

Job title: **Manager, Technical Services and IT process improvement**
Reporting to: **VP of IT**
Department: **Information Systems**
Hours: **Full-time 40 hours per week**
Performance Review period: **Annual**
Revision Date: **June 2016**

To apply, contact Nicole Garmo at ngarmo@updoctors.com.

Purpose of the position

This role will be for a team member that will provide support and function in the planning and management of the IT technical infrastructure, employee technology, the IT help desk and also oversee IT processes and process improvement.

Responsibilities & Duties

- Accountable for the oversight and management of a small team and ensuring the successful integration of modern, cost effective, and beneficial technologies and solutions. You will manage and work closely with the IT Technical Infrastructure team in analyzing, designing, and implementing server, cloud, and network technologies that will accommodate scalability, security, and redundancy requirements.

- Assess staff and management needs to develop and implement solutions to automate and simplify user experience.

- Manage the IT Technical Infrastructure team which includes Helpdesk Support, Network/Security Administrator, and Systems Administrator. and determine whether additional resources are required to effectively manage services, provide support, and support business operations.

- Responsible for supporting the design of, delivering and maintaining United Physicians' infrastructure that combines technology with business processes to help transform our business to the highest levels of performance.

- Support development and database teams' infrastructure support needs.

- Provide IT process management and ensure proper IT processes are being used throughout the IT division. Work with IT management staff to review IT processes and ensure that the company deploys appropriate processes and procedures.

- Manage the team that will report on all activities associated with the health, performance and reliability of all servers and services under IT Technical Infrastructure control, including capacity planning, availability trending and application performance.

- Oversee the management and prioritization of all application support activities including but not limited to: Exchange, Windows Infrastructure Services (Active Directory, DNS, DHCP, IIS) and data center operations (Checkpoint, VMware, Office 365, Mail Security, Internet, etc.)

- Provide close liaison with project teams to ensure the smooth transition of new applications, systems and initiatives into the production environment.

- Lead multiple simultaneous IT projects and initiatives

- Research and provide strategic direction on use of new products/technology including: user applications and solutions, servers, cloud solutions, operating systems, systems management, backups, storage, and onboarding of new applications.

- Ensure team is conducting proactive monitoring on all systems for quick resolution (during and after hours) by adhering to notification and escalation procedures.

- Assist with annual HIPAA audits, security assessments, and tests ensuring systems meet security requirements

- Assists with the annual internal/external audits and remediation.

Technical Services Functions
- Work closely with departmental leadership toward the delivery of corporate tactical/ strategic plans.
- Develop, maintain and enforce a change management methodology for use within the technical services team. Develop policies and procedures as required.
- Ensure security policies and procedures are followed and enforced.
- Work with members of the security committee and security officer to identify opportunities to improve security and reduce corporate risk
- Recruit, train and lead all individuals for technical services team.
- Develop and maintain a Project Tracking System and Include time tracking, project resource allocation and management. Provide management reports summarizing projects undertaken by the Technical Services team as requested.
- Develop and maintain performance objectives and perform performance reviews for the Technical Services team in accordance with department and corporate goals and objectives.
- Assist in development of annual Information Systems departmental budgets.
- Order IT supplies from various vendors to support organization.
- Manage Licenses and support contracts with various vendors.
- Regularly report the status of projects to the VP of IT.
- Lead regular team meetings with development staff and key users.
- Determine and develop training programs for Technical Services team.
- Work on special projects assigned by VP.

Qualifications

- Bachelor's degree in computer related field, systems analysis, information technology or a related study, or equivalent experience
- 10 years IT experience with a minimum of 5 years IT Management experience.
- MUST demonstrate a proven ability to lead and motivate people, set targets and monitor achievements in delivering quality services.
- Minimum of 5-7 years' experience and understanding of server and Windows infrastructures supporting technology solutions within Windows Server, cloud (AWS, Microsoft), and Cisco equipment in a corporate environment.

- Experience with cloud solutions (Microsoft Office 365 and AWS)
- Healthcare IT and HIPAA experience preferred.
- Technical proficiency in Infrastructure Services (DNS/DHCP/FTP/SMTP/RDS/ Certs/ADFS/DFS) and cloud services (Microsoft Office 365, Azure, AWS).
- Knowledge of support systems for servers, PCs, laptops, and mobile devices.
- Experience with backups, restores and recovery models
- Cisco Network infrastructure
- Experience with native and 3rd-party monitoring and troubleshooting tools

Performance Skills

- Demonstrated proficiency in anticipating and responding to change, developing change management practices and procedures to ease client concerns.
- Excellent leadership skills and customer support skills.
- Excellent verbal and written communication and interpersonal skills.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.