

# Crusader Community Health Job Description

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**Job Title: Director of Information Technology**

**Job Status: Exempt**

**Job Grade: 28-E**

**Manager Title: VP Finance**

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## **POSITION SUMMARY:**

The Director of Information Technology (IT) is responsible for the strategic direction and development of the IT function of the organization. The position manages all aspects of the information technology infrastructure, including but not limited to: networks, cybersecurity, computer systems, disaster recovery plans, telecommunications, servers, scanners, and printers. The position reports directly to the Vice President Finance.

## **ESSENTIAL FUNCTIONS:**

- Accountable for demonstrating the qualities outlined in the “The Crusader Way Customer Service Standards of Excellence” program when interacting with patients, their families and friends, and fellow employees
- Ensures availability and integrity of all IT systems, hardware, and networks
- Analyzes the organization’s current technology infrastructure and aligns it with strategic plans
- Works closely with consultants, vendors, and staff to ensure optimum allocation and utilization of technology resources
- Establishes the department’s operative goals and objectives
- Leads the identification and implementation of new technologies
- Participates in all aspects of project deployment including product research, vendor interviewing, contracting and testing
- Advises executive management on all matters related to the use of information technology
- Maintains and develops appropriate policies and procedures regarding the use of information technology
- Functions as Security Officer of the organization and establishes security policies for information systems
- Monitors compliance with policies and reports violations as appropriate
- Oversees all hardware installations and upgrades
- Develops, maintains, and manages relationships with key vendors
- Works closely with vendors to ensure all projects are completed in a timely manner
- Ensures all hardware purchases are made within budgetary guidelines and purchasing policies
- Provides management with appropriate reports of system performance and recommendations for action
- Coordinates resources and responds to user issues in collaboration with the Clinical Applications department
- Works closely with the Director of Clinical Applications to ensure the necessary technology and software are available to achieve optimal results
- Manages staff by recruiting, training, coaching, and evaluating employee’s performance
- Accomplishes other duties as assigned by Vice President Finance or his/her designee

## **EDUCATION/EXPERIENCE**

### **Education:**

- Bachelor's degree in any information systems field such as Management Information Systems, Computer Science, or Computer Information Systems required
- Master's degree is preferred
- Relevant industry certifications are preferred

### **Experience:**

- Minimum of 5 years' experience as an IT Director or Manager
- Minimum of 7 years' experience in the IT field

### **Knowledge of:**

- Infrastructure troubleshooting, maintenance, and expansion
- Windows server environment
- Technical support and management
- Computer hardware systems
- Information analysis
- VoIP phone systems
- Network administration/ installation/ security
- Vendor management processes
- Project planning
- Data storage infrastructures
- Database management and administration
- Disaster recovery and business continuity best practices
- Varied technology troubleshooting
- Current IS trends, technologies, and products used in the industry

### **Ability to:**

- Follow CCH policies and guidelines
- Support the Mission of the organization
- Support organizational goals and values
- Be available during off hours, including weekends and holidays
- Plan, manage, and complete regular and special projects
- Effectively communicate within and across departments, presenting facts and recommendations effectively in oral and written form
- Adapt to fast changing environment
- Think critically and have good decision-making skills
- Foster an environment of teamwork and accountability
- Use independent professional judgment
- Maintain the confidentiality and records of employee data; and confidentiality of organizational strategic initiatives you may be exposed to
- Manage competing demands
- Make decisions in accordance with laws, ordinances, regulations and established policies
- Effectively present information and respond to questions from managers, employees, and the general public
- Follow through on commitments in a timely manner
- Research, analyze and disseminate information
- Work independently with minimum/no supervision
- Organize, analyze and effectively determine risk with corresponding solutions

- Travel as needed for relevant out of the area conferences or trainings, as determined by manager
- Accept responsibility for own actions
- Identify and resolve problems in a timely manner
- Establish and maintain professional working relationships with all levels of staff, patients, and the public
- Proactively identify needs, manage resources, and provide solutions

## Physical Requirement Form

**Job Title:** Director of Information Technology

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting		X		
Standing			X	
Walking			X	
Climbing				X
Bending				X
Pushing / Pulling				X
Carry / Lift		X		
1-15lbs				
15-30lbs			X	
30-50lbs				X
Fine hand / Eye Coordination		X		
Exposure to Blood and Body Fluids				X
Exposure to Extreme Heat, Cold, Temp Fluctuations				X
Exposure to Hazardous Chemicals				X
Concentration on Detail	X			
Oral Communication	X			
Written Communication	X			

**Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**