



## **Information Technology Manager Position Description**

The following is a position description for the Information Technology Position at Rolling Hills Clinic.

**POSITION:** Information Technology Manager

**DEPARTMENT:** Information Technology

### **POSITION SUMMARY:**

Manages, coordinates, and conducts Information Services activities by performing the following duties personally.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### *DEPARTMENT MANAGEMENT:*

- Analyzes department procedures to define areas of improvement.
- Development of Rolling Hills Clinic's efficiency by defining, delivering and supporting plans for implementing new information technologies.
- Develops and completes Information Technology projects by coordinating internal and external resources.
- Conducts and develops training to ensure technical processes are maximized by employees.
- Consults with management to determine information system requirements, management and end user needs, and to determine scope and priorities of new projects. Also to discuss system capacity, equipment acquisition, maintenance, and replacement.
- Confers with departments to define project heads, to ensure cooperation and further define participation, and scopes of projects.
- Works with departments to develop procedures and policies to solve technical issues.
- Follows through with project coordinators to ensure user needs are being addressed.
- Prepares reports to inform of project status and future planning.
- Maintains and develops Information Technology department policies and procedures.
- Develops and documents new technical procedures and policies.
- Researches, works with, and contracts vendors that will be beneficial to processes at Rolling Hills Clinic.
- Organize, purchase, and consult on office equipment, furniture, and office organization.
- Maintains professional and technical knowledge by researching or attending educational workshops, courses, reviewing professional publications, and organizations.
- Develop and follow a plan to move RHC into future expansion, longevity of technical systems, and cost effectiveness.
- Analyzes department workflow, duties, and capabilities to recommend department reorganization or realignment at RHC.

#### *NETWORK/SYSTEMS DUTIES:*

- Maintains and operates organization Help Desk.
- Manages all local networking equipment and systems.
- Manages all workstation desktops, laptops, and peripheral devices.
- Manages all telecommunications equipment and systems.
- Manages all Server equipment and systems.
- Schedule and conduct all software maintenance, updates, vendor contract, and support renewals.
- Fully audit networks, applications, and devices to identify shortcomings, and possible improvements.

- Manages IT Department purchases and inventory to ensure cost effectiveness and system efficiency.
- Installation of all workstation computers, phones, printers, scanners, peripheral devices, and technical medical and dental devices.
- Installation of all software and applications.
- Train employees on software, computers and other technical devices.
- Works with software and device support to ensure issues are escalated and resolved when needed.
- Creates and configures new user accounts, define areas of access for system security (files, folders, applications), configure group policies (printer access, assigned department drives, etc.).
- Conducts network orientation for new employees.
- Maintains, evaluates, and test disaster recovery processes/systems, as well as backup and storage.
- Ensure network and systems security by constant monitoring and auditing of IT security.
- Ensures the security, availability, and integrity of medical databases, systems, and information.

*RHC SECURITY MANAGEMENT:*

- Maintains and upgrades fire alerting, camera, and access control systems.
- Maintains users in access control systems.
- Physical key management and assignment.
- Works directly with vendors to correct issues, or system activations.
- Researches many companies' capabilities and cost effectiveness, to develop new or upgrade our current systems, to ensure RHC's security, and to streamline processes.

*ADDITIONAL DUTIES:*

- Flex schedule to accommodate 60 hours of organization operation a week.
- Flex schedule to accommodate maintenance, upgrades, or system change overs as to not impair daily operations or duties of RHC systems, or personnel.
- Other duties may be assigned.