



Director of Engineering

Reports to: SVP of Informatics		
Level/Grade Leadership	Type of Position Full Time	Hours/Week 40 hrs/week; Exempt
GENERAL DESCRIPTION		
<p>The Director of Engineering oversees all engineering for technology based services for the entire organization. This includes a large customer facing service line that operates in a 24x7x365 environment as well as for internal customers. This role requires significant coordination with the Director of Operations as well as direct reports and other key constituents to ensure a well-organized and efficient engineering team. This is a leadership position and will be involved in providing critical input into organization wide decisions.</p>		
JOB RESPONSIBILITIES		
<ul style="list-style-type: none"> • Total management & ownership of engineering services and staff covering these functions: <ul style="list-style-type: none"> ○ Complex interoperability and application engineering ○ Data analysis & reporting • Ensures performance is proactively monitored in a 24 x 7 x 365 environment • Act as final escalation point to staff and customers • Manages all aspects of all service lines from an engineering perspective • Ensures customer satisfaction is measured and positive • Participates in regional and national health information technology initiatives • Owns the relationship with peers at customer organizations • Owns the relationship with vendors utilized for engineering functions • Provide management, leadership and supervision to staff • Ensure staff are sufficiently trained to excel at their position • Develop & maintain strong relationships and communications with all key stakeholders • Develop & maintain department documentation to ensure consistent processes are followed • Owns, manages and develops the engineering budget • Maintain strong relationships and communications with all key stakeholders. • Maintain awareness of new and emerging healthcare technologies • Ensure proper use and protection of information assets by complying with the organization's information privacy and security policies to protect assets from unauthorized access and by reporting any security events or potential events or other security risks to the organization. • Other duties as assigned 		
POSTION REQUIREMENTS		
<ul style="list-style-type: none"> • 5+ years in a similar role with similar responsibilities as above • 5+ years of direct staff management experience • 5+ years of experience in healthcare information technology • 5+ years working with Microsoft Office products • 5+ years in a 24/7 mission critical environment, healthcare preferred • 5+ years working with interoperability, programming languages and technical data standards • 5+ years working with data extraction and manipulation or scripting/programmatic tools • 5+ years exposure to networking & system concepts • Solutions and customer focused approach • Strong planning, organization, analytical and troubleshooting skills • Ability to effectively communicate technical information in non-technical terms • Ability to multi-task, set priorities and manage time effectively • Ability to cultivate positive working relationships with customers and coworkers • Must be able to sit for an extended period of time in front of a computer screen 		
EDUCATION/CERTIFICATION REQUIREMENTS		
<ul style="list-style-type: none"> • Bachelor's degree required, Master's Degree preferred 		
OTHER INFORMATION		

APPROVED BY **J. Buckner, SVP, Informatics**

DATE POSTED **4/11/2018**

Disclaimer: Nothing in this job description restricts the company's right to assign responsibilities to this job at any time as critical features of this job are subject to change any time.