



Manager of Technical Services

Reports to: Director, Operations		
Level/Grade Leadership	Type of Position Full Time	Hours/Week 40 hrs/week; Exempt
GENERAL DESCRIPTION		
<p>The Manager of Technical Services is responsible for providing leadership and management to all technical services staff responsible for internal and external facing services. The Manager will have extensive operational experience with an understanding of health information technology, technical support, infrastructure, networking, interoperability, technical development, healthcare operations, and project management. This individual must have strong leadership skills and be able to influence and work effectively with cross functional teams.</p>		
JOB RESPONSIBILITIES		
<ul style="list-style-type: none"> • Total management & ownership of technical services and staff covering these functions: <ul style="list-style-type: none"> ○ Integration staff implementing complex repeatable integration projects and supporting customers' existing services ○ Network staff managing networking environment which currently consists of multiple locations, complex connectivity (internet based, private lines, VPN), highly secure environment, internal and external customers all supported with Cisco based equipment ○ Systems staff managing complex compute environment, which currently utilizes VMWare, HP Blades, HP 3par SAN, Windows Servers, SQL Server, Linux appliances, Netbackup, Office 365 and other various systems ○ Tier II support for all technical services • When needed, respond to requests for technical assistance via phone, email and other supported methods • When needed, perform on call duties • Monitor performance and troubleshoot issues in a 24 x 7 x 365 environment • Act as an escalation point to support and a liaison to technical services staff and to customers • Maintain a deep understanding of health information technology • Develop and maintain close relationships with peers from customer organizations • Develop and maintain effective business relationships with vendors • Establish support metrics and oversee direct reports to ensure key metrics are being met • 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 • Assist with budget management and development • 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 • 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 		

<ul style="list-style-type: none">• Must be able to sit for extended periods of time in front of a computer screen
EDUCATION/CERTIFICATION REQUIREMENTS
<ul style="list-style-type: none">• Bachelor's degree required• PMP Certification desired
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.