



Director, Technical Services

Reports to: Chief Information Officer/SVP, Informatics		
Level/Grade Leadership	Type of Position Full Time	Hours/Week 40 hrs/week; exempt

GENERAL DESCRIPTION

The Health Collaborative (THC) offers numerous products and services that support the healthcare community and its customers. Many of those products are technical solutions that range from routing patient results to doctors/providers, to provider portals, and real-time dashboards & alerts.

The Director, Technical Services is responsible for providing leadership, technical guidance, and process management to the technical services teams. This individual will provide oversight of all integration, data management, application build, dashboard, and BI functions for the organization and its customers. This role involves both internal operational management (processes, staffing, skillsets, development, and mentoring) as well as customer-facing responsibilities.

As part of the organization's leadership team, this individual will also be involved in managing and guiding the business including strategic planning, driving solutions to help support and advance THC's customers and working cooperatively with other Directors and staff to operationalize the work and continue to grow the business.

JOB RESPONSIBILITIES

- Direct oversight and management of a small technical team of analysts, application engineers, and data scientists
- Budget authority for the department and assisting in the breakdown of costs as they relate to service line P&Ls
- Provide technical guidance and direction for the team and the organization
- Build a strong, cohesive team along with mentoring and development
- Responsible for the application build process/cycles for both new application features/enhancements as well as break fix
- Support service lines with appropriate application capabilities to continue to grow each product offering
- Take an active role in planning upcoming key Committee meetings, events, and presentations
- Assist in the overall identification and planning of long range operational and strategic initiatives including creating draft schedules, staffing needs, and financial needs
- 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

POSITION REQUIREMENTS

- Strong leadership skills directly managing technical teams and influencing colleagues
- Experience with healthcare and healthcare data (HL7, CCD-A, FHIR, etc.) strongly preferred
- Experience with real-time, transactional data integration and/or enterprise service bus (ESB) type technologies
- Experience with data and data management tools including processes for ETL, normalization, and QA
- Experience with application/web development, dashboards, and UI/UX
- Demonstrated effective interaction with senior-level executives
- Excellent verbal and written communication skills
- Experience with organizing activities/tasks and process improvement
- Must be able to withstand prolonged periods sitting at a desk and working on a computer

- Must be able to lift up to 15 pounds at times

EDUCATION/CERTIFICATION REQUIREMENTS

- Bachelor's degree in a technical, computer science or related field; Master's degree preferred
- Minimum 3-5 years of related experience (application development, supervising teams, etc.), preferably in non-profit or healthcare vertical

OTHER INFORMATION

Salary range: \$110,000-\$120,000

APPROVED BY A. Vaillancourt

DATE POSTED March 9, 2021

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.