

MASON CITY CLINIC
Job Description

Job Title: IT Manager

FLSA Status: Exempt

Job Code:

Employee Group: Mgmt

Department: Administration

General Summary:

Reports to the Administrator and is responsible for managing the organization's IT and telecommunication systems and equipment to ensure maximum availability; responsible for overseeing the facility and medical records and transcription departments; responsible to research technologies that improve the efficiencies of the organization; and is responsible to develop, secure approval of, and manage the respective department budgets.

Principal Duties and Responsibilities:

- 1) Responsible to ensure the maximum availability of computer and telecommunication systems throughout the organization.
- 2) Responsible for overseeing the facility infrastructure and related systems such as HVAC, door access system, and so forth. Manages the maintenance staff.
- 3) Responsible for overseeing the services of the medical records and transcription departments. In doing so works with assistant manager responsible for these areas.
- 4) Responsible for developing and maintaining the organization's IT infrastructure services including hardware, software, desktop applications, local and wide area networks, wireless, telecommunications, network security, website, back up and disaster recovery, etc.
- 5) Responsible for planning computer related work and researching software and new technologies which make the organization's work processes more efficient and are beneficial to the end user. In doing so, evaluates new hardware, software and other products and emerging trends in the IT field and recommends changes to existing products or services to better aid the Clinic end user.
- 6) Ensures that each department's services provides a high level of customer service and contributes to the organization's mission of selecting, implementing and utilizing optimal information technology to improve patient care.
- 7) Manages the help desk operations and coordinates requests for technical support for all Clinic system end users on a variety of issues, which includes hardware, software applications, network systems, telecommunications, and the like to ensure a timely resolution by IT staff. Identifies, researches and resolves application and technical problems when applicable.
- 8) Financial management:
 - a. Responsible for preparing, obtaining approval, and monitoring the respective department's budget.
 - b. Responsible for overseeing, evaluating and negotiating contracts and purchasing of equipment, telecommunications, maintenance and supplies from vendors as approved. Evaluates vendor quotes and services to determine most desirable suppliers and goods. Reviews and manages purchase requests and makes recommendations regarding the feasibility and acceptability.

Minimizes cost through product standardization.

- 9) Coordinates, manages and tracks Clinic projects, activities and schedules. Identifies and resolves issues to ensure resources are utilized appropriately and all phases are documented accordingly.
- 10) Responsible for developing technology policies and procedures within the organization. Ensures documentation (change control, other) is maintained and complies with industry IT standards.
- 11) Assesses organization's computer training needs and requirements. Negotiates with vendors for Clinic IT training programs as approved. Coordinates and implements basic computer training and on-going education for Clinic employees as approved. Oversees progress and effectiveness of training programs.
- 12) Manages the IT and maintenance department staff and assistant manager of Medical Records & Transcription. In doing so, interviews, recommends hiring of, orients, trains, assigns work to, and, when necessary, disciplines and recommends termination action. Interacts with the Administrator to resolve complex problems.
- 13) Educates users on the use of new technology; ensures products and solutions are applied in a manner that maximizes usefulness. Analyzes changes or new issues in materials and supply to reduce costs and improve quality.
- 14) Assists in the evaluation, selection, and implementation of technology systems. Assists in post-implementation problem analysis and support as required.
- 15) Maintains knowledge of trends and developments in the field by reading appropriate articles, journals, and related material, and by attending seminars, conferences and so forth.
- 16) Develops and maintains positive and cooperative working relationships with physicians, management team and staff in order to identify, analyze, and resolve daily operating problems.
- 17) Responsible for ensuring the organization achieves meaningful use incentives.
- 18) Performs Security Audit and Risk Analysis in accordance with HIPAA, HITECH, and MACRA/MIPS requirements and makes appropriate recommendations to Board and Shareholders in order to maintain compliance.
- 19) Performs other related work, tasks, projects as assigned by the Administrator and/or Board of Directors.

Knowledge, Skills and Abilities Required:

Education: Bachelor's degree in health information management, management information services or equivalent computer science degree. Certifications preferred include A+, MCSE, and CCNA.

Experience: Approximately three to five years previous IT management experience necessary in order to implement and administer policies, procedures, and work methods, to plan, schedule and monitor IT activities, to understand the IT systems and requirements for the organization, manage staff, develop and implement budgets, etc. Experience with Cisco Networking, SANs, VMware, and Virtual Desktop Environments is preferred. Previous experience with project management beneficial.

Communication: Excellent communication skills in order to develop positive and cooperative working relationships and interact with physicians, other managers, and other Clinic staff when identifying and resolving IT or other department related problems, evaluating staff

performance, and when negotiating with vendors and suppliers.

Organized: Excellent organizational skills necessary in order to effectively plan and carry out multiple simultaneous tasks and competing priorities.

Analytical: Excellent analytical skills necessary in order to analyze systems, department work load requirements, plan and schedule staff to meet the needs of the department, and to develop, implement and administer policies and procedures; develop and monitor budgets, analyze cost-benefit analysis, and so forth.

Working Conditions:

1. Works in a normal office environment where there are few, if any, physical discomforts due to dust, dirt, noise and the like.

Reporting Relationships:

1. Reports to the Administrator.
2. Is responsible for the work of approximately three non-exempt and three exempt support personnel.

Approvals:

President

Date

Administrator

Date

The above is intended to describe the general content of, and the requirements for, the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Effective: 9/2011
Revised: 11/2020