



ETSUHealth

JOB DESCRIPTION

JOB TITLE: Chief Information and Technology Officer

PAY GRADE: Negotiable

EXEMPTION STATUS: Exempt Non-Exempt

CREATION DATE: February 2023

SUMMARY: Under the direction of the Chief Operating Officer, the Chief Information and Technology Officer is responsible for overseeing the management of all information systems, vendor relationships, and technology infrastructure.

The Chief Information and Technology Officer will provide management and direction to the Information Technology team, support the EMR team, and serve as the liaison with all external vendors. The Chief Information and Technology Officer will develop performance standards for the departments to ensure support and services are provided in a timely and productive manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Manages and directs the activities of the Information Technology team, systems and help desk. Prioritizes help desk tickets and schedules staff to achieve high quality of service and develops performance standards to meet the organization's and department's goals and objectives.
- Oversight of technology related to all information systems functions and works closely with the Directors of Allscripts EHR, Allscripts Practice Management, and other software related to data systems.
- Ensures staff is fully trained in the technical aspects of their job and establishes documentation requirements to maintain system controls and security.
- Acts as a Project Manager in the development and implementation of the migration process to new technology and all improvements or enhancements.
- Participates in planning meetings and committees related to projects, providing knowledge as it relates to ETSU Health's overall vision and mission, when making recommendations.
- Other duties as assigned, as it relates to the overall mission and vision of ETSU Health.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: A bachelor's degree in a related technology field is required. Ten years of progressive technology leadership is preferred. Experience managing staff, resources and priorities in Information Systems environment. Possess strong leadership qualities and communication skill. Project management experience handling multiple stakeholders and deadlines.

LANGUAGE SKILLS: Ability to read, analyze, interpret, and comprehend instructions, (whether written or verbal), correspondence, professional journals, technical procedures, or governmental regulations. Ability to compose correspondence, documentation, reports, and procedures. Ability to effectively present information and respond to questions from managers, patients, physicians, and administration, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure using whole number, common fractions, and decimals. Ability to calculate and apply concepts such as fractions, percentages, ratios, and proportions to practical solutions.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions furnished in written, oral, diagram, or schedule form and deal with several abstract and concrete variables. Ability to apply common sense, good judgment, and problem solving skills in difficult situations.

OTHER SKILLS AND ABILITIES: Ability to establish and maintain an effective working relationship with faculty members, staff, patients, and other third parties. Ability to concentrate under high demands and listen effectively. Ability to organize tasks; work as a team member and independently. Convey a professional and positive image and attitude.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within an office setting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands and fingers to feel objects; hear at normal ranges within the setting. The employee is occasionally required to bend, stoop, kneel, crouch, crawl, climb, and balance. The employee must occasionally lift, carry, and/or move more than 25 pounds.

Specific vision abilities required by this job include depth perception and the ability to adjust focus. Rapid mobility may also be required on occasions.

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Health Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Health, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Health may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date