



JOB DESCRIPTION

JOB TITLE: Director of Information Systems
EXEMPTION STATUS: X Exempt Non-Exempt
CREATION DATE: March 2024

SUMMARY: The Director of Information Systems works under the direction of the Chief Innovation Officer and is responsible for overseeing the daily management of the electronic medical record, IT technology and assigned staff. The Director of Information Systems works with the Chief Innovation Officer to oversee the technology infrastructure and strategy within ESTU Health.

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

- ****Key Leadership Duties**:** The IT director will oversee and manage a team of IT professionals, including but not limited to network engineers, EMR analysts, and IT specialists. This entails assigning tasks, setting objectives, and ensuring the efficient operation of the IS department. Additionally, the IS director will be responsible for staff development, including conducting performance evaluations, identifying training needs, and fostering a culture of continuous learning and professional growth within the team. This involves providing mentorship, guidance, and opportunities for skill enhancement to ensure that the IT staff remains proficient in current technologies and methodologies.
- ****Technology Trends Analysis**:** Stay abreast of emerging technologies and industry trends relevant to the organization's operations and goals. This could involve researching advancements in hardware, software, networking, cybersecurity, and data management.
- ****Vendor and Product Evaluation**:** Conduct research to evaluate potential vendors, products, and services that align with the organization's technology needs. This might involve comparing features, pricing, reviews, and conducting vendor assessments.

- **Regulatory Compliance**: Keep up to date with relevant laws, regulations, and industry standards related to data privacy, security, and technology usage. Research compliance requirements and ensure that the organization's systems and processes adhere to these standards.
- **Risk Assessment and Mitigation**: Research potential cybersecurity threats, vulnerabilities, and risks to the organization's information systems. Develop strategies for mitigating risks and enhancing the organization's cybersecurity posture.
- **Business Intelligence and Analytics**: Research and analyze data management strategies, business intelligence tools, and analytics platforms to support data-driven decision-making within the organization.
- **Project Management**: Act as a Project Manager overseeing all aspects of the project lifecycle, including planning, execution, monitoring, and closing. Ensure effective communication among team members, stakeholders, and clients. Implement project management methodologies to streamline processes and meet project objectives within budget and timeline constraints. Utilize risk management strategies to identify and mitigate potential issues. Facilitate collaboration and problem-solving to drive project success.
- **IT Project Feasibility Studies**: Conduct feasibility studies for proposed IT projects, assessing factors such as technical requirements, resource allocation, timeline, and potential return on investment (ROI).
- **Collaboration and Communication Tools**: Research collaboration tools, communication platforms, and project management software to improve team productivity and facilitate remote work, if applicable.
- **Emerging Technologies Exploration**: Explore emerging technologies such as artificial intelligence (AI), machine learning, blockchain, and Internet of Things (IoT) to assess their potential impact on the organization and identify opportunities for innovation.

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: An MBA, MHA or MIS is preferred. Bachelor's degree and Ten (10) years of progressive IT experience required. Preferred knowledge in information technology. Experience managing staff, resources, and priorities in an Information System environment. Possess strong leadership qualities and communication skills. 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 numbers, 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.

These duties are crucial for the Director of Information Systems to effectively plan, implement, and optimize technology initiatives that support the organization's strategic objectives.

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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