



Director of IT

Miracles In Sight seeks a full time Director of Information Technology (IT). The Director of IT will be the overall lead of IT strategies and strategic planning in support of annual operational goals as well as all day-to-day operations of internal IT staff. Director will also oversee several strategic partners who provide the majority of IT services to MIS.

Director will have direct oversight and management of all IT operations, including but not limited to coordination of all IT incidents for operations, management of internal staff and their assign help desk tickets, managing strategic partners to deliver their services per the contract including all service levels, key performance indicators and 24x7 operations to resolve IT tickets which are critical to the services on operational staff.

Coordinates long-range planning activities for the technology infrastructure, including information systems, computer networks, personal computers, video systems, and voice communication systems.

Essential Duties and Responsibilities

- Oversee all technology operations (e.g. computing, personal computers, storage, networks, security, project management, third party vendors, disaster recovery, business continuity, etc.) and evaluate them according to established goals
- Devise and establish IT policies and systems to support the implementation of strategies set by executive management
- Analyze the business requirements of all departments to determine their technology needs
- Purchase efficient and cost-effective technological equipment and software
- Inspect the use of technological equipment and software to ensure functionality and efficiency
- Lead and actively manage 24x7 operations to resolve IT tickets
- Identify the need for upgrades, configurations or new systems and present recommendations to executive management
- Research and implement IT policies to increase data security, confidentiality and disaster recovery procedures
- Vendor relationship management for software development, software applications, equipment, security and network integrity
- Discover opportunities to leverage IT resources for innovation and efficiency
- Seek ways to provide business analytics resources to operations



Requirements

- Exhibits professional demeanor, verbal and written communications skills and exceptional attention to detail
- Exceptional customer service
- Ability to interact with co-workers within and outside of the department as well as outside vendors
- Ability to be the go between for operational staff which does not have the same level of information and computer technologies as the Director and contracted service provider, suppliers and support organization.
- Have experience in reviewing, enforcing and negotiating complex vendor agreements
- Possess knowledge of all aspects of information technology, cloud computing, Microsoft centric environments, informational technology security and reporting, disaster recovery capabilities as well as the basics of business continuity planning and execution
- Previously worked in a health care environment
- Ability to effectively present complex information to laypeople and respond to questions
- Ability to set priorities and manage multiple tasks
- Contribute to the success of the department by working as a team member and demonstrating the flexibility to accomplish a common goal
- Maintain professional and technical knowledge by constantly reviewing industry publications, networking with other transplant agencies attending educational workshops as requested by management
- Ability to maintain a valid driver's license
- Be a self starter and perform work independently
- Must be aware of the role they play in patient safety as defined by EBAA and FDA rules as well as MIS SOPs
- Qualified candidates will be familiar with IT governance methodologies including but limited to ITIL, ITSM, RACI. Etc.

Education

- Bachelor's degree in Information Technology or a related field
- 5 to 10 years of progressive experience in performing and managing health care IT for organizations of similar size and complexity to MIS
- Experience managing direct reports
- Demonstratable skills in managing contracted vendor services and their SLA's and KPI's
- Experience as a project manager



Onsite and remote work

- The job will be at MIS headquarters
- Individual can perform some remote work as agreed to by their direct managers, where remote work will not degrade the work product provided
- On average this position will need to be in the office 3 or 4 days a week depending on meetings, need for a physical presence to perform the work as well as limited travel from time to time

Benefits

- Medical, Dental, Vision, HSA, Retirement, Life, AD&D
- Flexible schedule
- Excellent training
- Rewarding work