NORTHWEST
Kidney Centers

VP Information Technology

Reports to: President and CEO   Position Status: Exempt

Supervises: IT Operations Manager   Effective Date: 3/29/2021
          IT Functional Leads for Data and Software Development
          CIS Lead

Other Key Relationships: NKC Executive Team, Medical Directors and Clinical Leaders, Administrative Leaders in Finance, Accounting, HR, Development and Communications

GENERAL SUMMARY

Directly reporting to the CEO and part of the Executive Team, the VP Information Services (VP of IT) leads the all information technology (IT), Clinical Information Services (CIS), and Cybersecurity functions and is responsible for structuring IT as an enabler of the organization's mission. The VP of IT leads the IT and CIS capabilities to promote a transparent performance improvement culture based on teamwork, metrics, predictability and efficiency.

The VP of IT plays a key role in helping set the strategic direction for the organization and helping design, build, and implement key initiatives to achieve critical objectives related to clinical excellence, efficient growth and financial performance. The VP of IT leads the governance of the IT strategy and roadmap, management EMR and clinical systems, oversight of IT and infrastructure and operations, oversight of data governance and analytics platforms, and responsibility ensuring appropriate management of cybersecurity risks and controls.

KEY RESPONSIBILITIES
Operations and Service Delivery

- Manages IT and CIS staff, including recruitment, supervision, scheduling, career development, and evaluation
- Develops internal consulting relationships with key leaders and constituents
- Oversees the IT manager supervising end user support and help desk functions in order to provide efficient and friendly end user support
- Ensures monitoring of critical systems in order to allow for proactive management and platform availability

- Ensures clinical and point of care operations have stable and effective technology platforms, including EMR and other clinical systems
- Oversees and provides technical guidance on custom developed solutions supporting clinical functions and operations
- Ensures that process and systems are in place to support the accurate delivery of data for quality/safety reporting, regulatory, billing, finance, research, etc.
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Governance and Strategy Enablement
- Ensures alignment of IT roadmap and priorities with the NKC's overall strategy
- Facilitates governance of IT functions, and provides leadership for short and long-range planning of technology initiatives
- Advises and directs organization leadership toward effective, efficient technology solutions
- Defines and communicates project milestones, service level agreements, and resource allocation to executive team and key stakeholders
- Providing IT demand/workload management to ensure effective use of IT resources
- Determines the most effective IT capability sourcing model (e.g., insource, outsource, hybrid) to achieve business objectives
- Administers the department's budget to support cost effective operations
- Oversees negotiation and administration of vendor, outsourcer, and consultant contracts and service agreements
- Reviews performance of IT systems to determine operating costs, productivity levels, and upgrade/replacement requirements
- Directs the design, architecture, development, and maintenance of systems, programs, and systems software to meet the organization's needs
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Compliance and Risk Management
- Establishes IT and cybersecurity policies, standards, practices and controls to ensure effective and consistent information processing operations and to safeguard information resources
- Develop and manage Business Continuity and Disaster Recovery Plans, ensuring that a plan is in place and the IT department is adequately prepared and equipped to execute the plans
- Ensures the definition, implementation, and adherence to a IT security policy that is in compliance with industry specific regulatory and compliance mandates (e.g., HIPAA)

CUSTOMER SERVICE STANDARDS
Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

- Bachelor's Degree in Information Technology, Computer Science, Engineering, Business or another related field.

- 10-15 years' experience in IT operations and management and best practices

- 5-7 years' experience in a supervisory role. Ability to lead people and get results through others.

- 3-5 years' experience in in the healthcare environment, preference for experience in provider/clinical healthcare organizations, with direct experience managing EMR platforms

- Strategic IT vision – ability to provide IT strategy/vision, including the ability to define, operationalize and refresh this vision/strategy on a periodic basis – in alignment with business goals/objectives

- IT Operations Experience – demonstrated experience in managing IT operations functions, service delivery, proactive monitoring/maintenance of systems, incident management, and root cause analysis

- Budgeting – proven capabilities in translating technology needs into prioritized plans and budgetary requirements

- Executive Communication – ability to communicate effectively with executives and management regarding technology concepts, plans, operations and requirements

- Prioritization and portfolio management – proven capability of balancing strategic vision, operational requirements and technology alignment into an overall implementation plan

- Project management – demonstrated project management skills ranging from minor technology upgrades to major shifts in technology approach

- People management skills – proven experience coordinating a broad mix of IT staff

- Proven experience in the design, architecture, development, and implementation of software and hardware solutions, systems, and products

- Strong understanding of human resource management principles, practices, and procedures

- Logical and efficient, keen attention to detail

- Highly self-motivated and self-directed

- Ability to effectively prioritize and execute tasks

- Strong customer service orientation

- Experience working in a team-oriented, collaborative environment

- Excellent written and oral communication skills, ability to communicate ideas in both technical and user-friendly, business language

- Experience managing vendors from a negotiation, service agreement and project management perspective

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

_____   _3/29/2021_____
President & Chief Executive Officer   Date

_____   _3/29/2021_____
Vice President of Human Resources   Date
& Chief HR Officer