

POSITION DESCRIPTION

IT Solutions Manager

Reports to: Senior Director of IT

Position Status: Exempt

Supervises: Solutions Team

Effective Date: 06/28/2024

GENERAL SUMMARY

The IT Solutions Manager will support the Senior Director of IT in managing the Solutions team and oversee the applications and support. The role will be responsible for overseeing the entire lifecycle of a solution and addressing improvements, optimizations, and technological gaps. This involves managing intake, scoping, design/estimation, and project management.

DUTIES AND RESPONSIBILITIES

1. Works closely with various stakeholders, including executives, IT, clinical directors, and clinicians, to define and document business requirements and ensure they are implemented correctly.
2. Conducts end-user interviews, process mapping, and other requirements-gathering methods
3. Liaises between the IT department and the end users on technological gaps, improvements, and optimizations.
4. Partners with project managers in the delivery of project milestones that have an IT component or dependency
5. Collaborates with IT team and software vendors to develop solutions for technology requests.
6. Owns the service governance framework and conduct governance meetings.
7. Maintains the demand management prioritization backlog.
8. Creates documentation of, but not restricted to, design, testing plans, project plans and change control documentation.
9. Identifies and communicates risks and issues that may require changes to plans or scope.
10. Monitors, understands, and effectively communicates the implications of system functionality/technical changes and the impacts on both clinical and business operations.
11. Manages the day-to-day of the IT Solutions team and serves as a point of escalation for the team.
12. Monitors, reviews, and works toward resolving application issues and requests.
13. Escalate to third-party support and manage vendor responses to resolution data platforms.

14. Identifies service improvements to improve the quality of the application support services provided and/or the efficiency of the processes.
15. Facilitates application and vendor management
16. Participates in the implementation of software upgrades.
17. Ensures team compliance with Change Control Procedures.
18. Provides training to team members in systems and their use.
19. Identifies opportunities for standardization in team processes.
20. Maintains policies and procedures and ensures the team is documenting
21. Provides updates to the Senior Director of IT regarding team issues and concerns related to routine operations or issues related to the role and responsibilities.
22. Provides performance feedback for the annual reviews team.
23. Interview and provide recommendations on new hires for the Solutions Team to the Senior Director of IT.
24. Ability to work both independently and in a team-oriented, collaborative environment.
25. Ensure adherence to legal and company policies and procedures.
26. Performs other duties as assigned by the Senior Director of IT.
27. Provides supervision of department daily operations in the absence of Senior IT Director.

JOB CONDITIONS

- Duties and responsibilities are performed in a business office, clinical dialysis unit, physician offices, other healthcare organizations, and other community settings. This position is not substantially exposed to adverse environmental conditions.
- Physical activities require the ability to stoop, kneel, crouch, crawl, reach, sit, walk, push, pull, lift, use fingers to manipulate items, grasp, talk, hear, and repetitive motions of the wrists, hands, and fingers.
- The physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally and lift/move objects weighing up to 10 pounds frequently.
- Visual acuity is required to read, inspect work, and work extensively with data on a PC.

OTHER REQUIREMENTS

- This position requires a valid Washington driver's license and the use of a personal vehicle for on-demand travel between clinics with mileage reimbursement.

PLANNING

Planning duties are based on established procedures and practices. The position is responsible for his/her day-to-day tasks; operations sequences, and prioritizing assignments.

SUPERVISION AND COORDINATION

The position supervises employees. This includes cross-training to promote effective workload distribution, continuity of service, and support within the team. This position requires self-direction, strong organizational skills, critical thinking, and the ability to work both supervised and unsupervised.

EXTERNAL CONTACTS

Contacts with customer support, sales, and marketing representatives, and with consulting programmers. These contacts are required to support computer systems and other information-related activities.

DECISIONS

The position is responsible for decision-making at a team level and solutions/applications. Typical decisions include advising new solutions/applications, determining how to handle unusual situations, troubleshooting, and correcting reported problems, evaluating requests, and ensuring procedures are upheld. This requires industry knowledge, supervisory skills, and proactive communication at all levels of the organization.

EDUCATION AND EXPERIENCE

- Bachelor's degree required.
- Seven years of IT solutions related experience which includes most or all of the following: project management, large software implementation, mid-level management, consulting with top managers/leaders/decision makers, negotiating contracts, change management, strategic planning, and leading multi-disciplinary teams.
- Extensive healthcare IT Business Analyst or Clinical Application Analyst experience preferred.
- Project management experience, with PMP certification preferred.
- Experience working in a clinical healthcare setting, dialysis preferred.
- Experience facilitating governance decisions and prioritization

KNOWLEDGE SKILLS ABILITIES

- Knowledge of HIPAA, HITECH, and healthcare business processes strongly preferred.
- Knowledge of software implementations, project management methodologies around effective solution development, user-centric design, security practices and quality assurance
- Skilled in using a computer keyboard, mouse, and operating systems.
- Skilled in exhibiting a strong attention to detail.
- Skilled in delivering presentations using verbal/written communication skills to present technical and non-technical information clearly and concisely to individuals of different backgrounds, technical expertise, and levels of management.
- Skilled in partnering with software vendors to develop and deliver technology solutions.
- Ability to communicate effectively in English by phone, in writing, and in person.

- Ability to prioritize functional needs and communicate prioritization criteria.
- Ability to demonstrate a passion for user experience with strong customer-focused logic in decision making
- Ability to develop and nurture internal and external relationships
- Ability to apply critical thinking techniques to analyze problems, develop solutions, and build resource forecasts.
- Ability to work effectively on own initiative to meet project timelines.
- Ability to develop effective product requirements resulting in efficient development efforts and successful outcomes.
- Ability to demonstrate the use of appropriate software after training
- Ability to work with nurses, physicians, and other clinical staff.

CUSTOMER SERVICE STANDARDS

Staff are 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.

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

Senior Director of IT

Date