

California's Valued Trust

JOB DESCRIPTION

Position:	Information Technology Manager
Reports To:	Executive Director
Status:	Full Time
Classification:	Exempt

Position Summary

Under the general direction and supervision of the Executive Director. The Information Technology (IT) Manager will implement and oversee IT business strategies for the organization that support and improve overall processes and functionality as well as direct the analysis, design, and implementation of communication systems, network systems, and software programs that support clients and employees.

Essential Duties:

- Provide leadership, vision and management to the IT department
- Develop and maintain excellent working relationships with internal and external customers
- Lead design sessions in prototyping new systems, system modifications, and system improvements for the purpose of enhancing processes in support of business cases, proposed projects, and core organizational functions
- Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving
- Meet with other departments to define business, financial and operations requirements, identify business needs or system issues, and create system design proposals for improvements and issue resolution
- Coordinate training of new personnel
- Coordinate training of existing personnel for new or modified systems
- Perform cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions
- Lead project workgroups to outline expectations and develop project scope, parameters, specifications, etc., and define outcome criteria
- Stay up to date on newer technologies.
- Ensure the availability, continuity and security of data and information
- Prepare, maintain and test the technology disaster recovery plan
- Ensure all procedures, software and networks are documented
- Performs related duties as requested

Minimum Qualifications

Education:

Bachelor's degree in Business or IT with background in Health Care environment preferred

Experience, Skills & Abilities:

- Five years experience in technology management
- Proven experience in overseeing the design, development, and implementation of software, hardware solutions, systems, and products
- Proven experience in the operation and analysis of database hardware, software, and standards, as well as data retrieval methodologies and mainframe applications
- Excellent ability to effectively communicate (written, verbal, listening, interpersonal) with all staff, conveying ideas and information in both technical and user friendly language
- Demonstrated project management skills
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Highly self-motivated and directed
- Experience working in a team-oriented, collaborative environment
- Ability to prioritize and respond timely to requests for information, service and assistance
- Experience in Systems Analysis (e.g. prototyping, flowcharting, creating system requirements, system design, etc.)
- Excellent analytical, mathematical, and creative problem-solving skills
- Ability to conduct research into trends, technologies, and products as required
- Working technical knowledge of programming languages
- Ability to create test suites for testing new or modified systems
- Ability to properly document systems via flowcharts, inline comments, process flows, and end-user documentation
- Working knowledge of network and PC operating systems, including Windows XP
- Working knowledge of current network hardware, protocols, and standards
- Extensive experience with Microsoft Office applications, especially Access and Visio
- Knowledge / experience in developing and maintaining: web applications (HTML, PHP), Java applications, and COBOL applications
- Knowledge / experience in design and creation of SQL & Access databases, queries, reports, VB, views, and stored procedures

- Ability to create test suites and document systems via flowcharts, UML, and end-user documentation

Miscellaneous:

Required to work irregular hours, evening, and weekends when necessary, without additional compensation. Travel locally, statewide and occasionally nationally. Required to maintain and submit accurate monthly expense account information with proper documentation

License

Requirements:

Possession of a valid Class III California driver's license
Must be insurable/bondable at the "standard rate" by the insurance carrier at all times while employed as an Information Technology Manager

Confidentiality:

Requires adherence to established policies on confidentiality of records and other information available through employment with the Trust