



Health Information and Technology Job Descriptions

Introduction

The HIMSS Professional Development staff along with members of the FY17, FY18, FY19 and FY20 Professional Development Committees have created a compilation of job descriptions that may be utilized to help define various health information and technology career opportunities. Targeted towards education for early careerists in the health information and technology industry, this document will serve as a great reference for anyone at any point in their career path. HIMSS defines an early careerist as a student or someone with less than five (5) years' experience. It is our mission to provide early careerists the support and resources to develop professionally and become the next generation of leaders in the health information and technology fields.

In this document, you will find a sampling of health information and technology positions. This guide was created to begin to help those new or transitioning to the industry understand the different areas of the field as well as to potentially assist employers create job descriptions. HIMSS will continue to build upon this document by adding new job descriptions on a regular basis.

Thank you to all of our committee members and committee chairs who have helped develop this content and continue to help us expand this valuable resource.

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ANALYTICS/REPORT WRITER

The Analytics/Report Writer extracts and collects data according to client or management needs to build customized reports. Building and preparing data reports and managing software applications are primary duties. Proper testing of applications is another fundamental aspect of the job. Analytics/Report Writers analyze statistics and other metrics in addition to providing end-user training on report writing software.

Analytics/Report Writers often present their data to internal and external customers. Sometimes they are responsible for making official presentations to explain their findings and results. For this reason, the ability to communicate effectively is important to this role.

Primary Responsibilities

- Maintain a working knowledge of the data schema for company files.
- Write queries and creates reports to provide data to business units.
- Gather and document functional and technical requirements and translates requirements into reporting solutions.
- Assist in the planning, development, testing and delivery of reports and data for routine requests as well as ad hoc requests.
- Present information effectively and respond to questions from groups of managers, clients, customers and the general public.
- Create standard operating procedures to ensure consistency of recurring reports.
- Perform statistical data analysis and interpret data results to distinguish patterns and recognize trends.
- Follow department standards for reporting and documentation.

Qualifications

- Bachelor's degree in business, computer science or related field.
- 2 - 5 years in analytics with report writing requirements.
- Proficient query and report writing skills utilizing one of the following: SQL, Tableau, Crystal, or equivalent.
- Proficient in databases, queries, sub-queries and sub-files.
- Proficient with Microsoft Office and html or related applications.
- Advanced Microsoft Excel skills.
- Demonstrated proficiency in the manipulation of user defined fields and calculations.
- Demonstrated knowledge of database schemas and the extraction of data.
- Demonstrated knowledge of conveying results through the use of strong communication skills.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and governmental regulations.
- Understanding of regulatory requirements and industry best practices.

APPLICATION ANALYST

The Application Analyst is responsible for application and integration of information technology in the healthcare setting. This position will serve as a liaison between the IT department and operations to align system design with operational processes.

This includes data collection, workflow analysis, system configuration, testing, and support. Participates in application deployment and procedure documentation. Ensures that the software build meets organizational goals and external mandates such as HIPAA and Meaningful Use.

Primary Responsibilities

- Provide recognized knowledge of product features, functionality and utilization of the application software.
- Manage stakeholder expectations by analyzing expectations and requirements.
- Identify project issues and risks and resolve or escalate as appropriate.
- Collaborate effectively with colleagues to complete tasks.
- Lead or actively participate in meetings.
- Monitor system effectiveness and/or performance to determine if there are any potential problems, report critical findings to peers and/or manager and resolve somewhat complex problems.
- Develop and maintain test scripts to reflect proposed workflow solutions.
- Review and test changes, interfaces, data conversion, enhancements, and each new release as assigned.
- Participate in disaster recovery initiatives.
- Support the training team by keeping trainers abreast of new functionality and system changes.
- Provide assigned on-site support during go-lives and system upgrades.
- Provide 24/7 support when scheduled.
- Resolve or triage support calls as applicable.

Qualifications

- Bachelor's degree. May consider applicable clinical, revenue cycle or other healthcare experience in lieu of degree.
- Healthcare licensure preferred.
- Two years' relevant experience.
- Current knowledge of regulatory standards and the impact on business operations.
- Obtain and maintain system certifications, if applicable.
- Willingness to be on call 24/7 when scheduled.
- Willingness to travel to remote sites as applicable.
- Demonstrate an understanding of the need for discretion of all confidential and EPHI (Electronic Protected Health Information) HIPAA regulations.
- Demonstrate ability to promote and maintain good interpersonal relationships.

- Proficient with Microsoft Office.
- Demonstrate ability to prioritize and multi-task.
- Demonstrate effective problem-solving, analytical, and time management skills.
- Demonstrate strong verbal and written communication skills.
- Demonstrate strong organizational, presentation and customer service skills.

APPLIED DATA SCIENTIST

Reporting to the head of data science, the applied data scientist will use large data sets to find opportunities for product and process optimization. Using models to test the effectiveness of different courses of action to advance the organization's analytic capabilities and methods, he/she will support the data analytics to support health and business decisions. By devising and testing analytic methodologies and algorithms, developing and recommending data visualization techniques, and identifying and integrating new data sources and applications he/she will be able to support the aforementioned objectives. The applied data scientist must have a passion for discovering solutions hidden in large data sets and work with our organization's stakeholders to improve business outcomes.

Primary Responsibilities

- Provide analysis to identify critical issues/questions around key performance metrics.
- Conduct exploratory data analysis from potentially complex, disparate data sources to recognize patterns, and identify performance improvement opportunities.
- Identify rich data sources within and outside the industry and recommend methodologies for combining and cleaning them to create more powerful integrated data assets from which to support advanced analytics and products.
- Generate hypotheses and analyze data to test and interpret results.
- Design and develop data models to predict outcomes or future impact of key decisions.
- Communicate findings from exploratory and predictive data analysis broadly to administrative and business leaders. Design / recommend creative means to display information visually and make the patterns and insights clear and compelling.
- Identify improvement opportunities in reporting and BI tools and collaborates with other business departments to implement the enhancements.
- Serve as the resident data expert and share best practices/approaches for statistics, analysis machine learning techniques, data modeling, simulation and advanced mathematics.
- Grow analytical acumen across all analytic roles in the organization.
- Develop and maintain relationships with key leaders and clinicians.

Qualifications

- Relevant degree preferred (applied math, statistics, or computer science). Master's degree desired.
- 5 or more years of relevant work experience.
- Proficient programming experience using some major programming software such as SAS/Python/R and domain specific languages like SQL.

- Knowledge of Hadoop or other relevant alternative big data frameworks.
- Experience analyzing relative business specific data: e.g., healthcare (clinical, operational, and economic).
- Demonstrated ability to manage large disparate data sets and using quantitative and qualitative analysis.
- Excellent critical thinking and analytical skills
- Strong business acumen and ability to determine the impact of data at a very high level
- Communicate, expressing ideas clearly and concisely, in both written and oral formats.

BUSINESS ANALYST

The Business Analyst works with business end-users, management, and technical teams to better understand and document the business requirements, provide testing support and execution for system implementations/maintenance.

This position performs analytical and reporting activities to support the business function of a department or division. This position is accountable for generating and preparing reports, performing analysis, tracking and submitting data, and related activities in a timely and accurate manner.

Must possess strong research and data-gathering abilities with the ability to interpret data in order to develop and implement policies, procedures or solutions within a healthcare setting.

Primary Responsibilities

- Identify, analyze, and gather business requirements and develop technical specifications.
- Create project and operational support documentation, which may include business requirement documents, process and data flow diagrams, solution design specifications, implementation plans and testing scripts, and reporting of results.
- Maintain database information for the facility and/or department personnel on a daily, weekly, and monthly basis. This includes ensuring accessibility of accurate information to department personnel as needed.
- Prepare and distribute weekly, monthly and ad-hoc business object reports in accordance with established guidelines and procedures or as requested.
- Assist department staff by performing project-related work, as needed or requested.
- Review, analyze and evaluate business and user needs and documents findings and recommend changes to business processes to increase system effectiveness for end users.
- Validate the business need for solutions to business problems and process improvements.
- Perform all functions according to established policies, procedures, regulatory and accreditation requirements, as well as applicable professional standards.

Qualifications

- High school diploma/GED or equivalent working knowledge. Bachelor's degree in business administration, healthcare management or related field preferred.
- Equivalent proven work experience and technical training and some college will be considered.
- Have experience in the information technology areas, such as personal software packages, generating reports and presenting information in a written or spreadsheet format.

- Has knowledge of commonly used concepts, practices, and procedures within a particular field respective to the system functions.
- Must have excellent oral and written communication skills to effectively interact with internal and external customers and department staff.
- Must be able to follow verbal directions and instruction to perform work.
- Must have the ability to organize, prioritize, and manage a variety of tasks and activities in a timely and effective manner.
- Proficient with Microsoft Office.

CHIEF BUSINESS DEVELOPMENT OFFICER

Reporting to the Chief Executive Officer, the Chief Business Development Officer will be responsible for creating and leading business development programs focused on various geographies, services and segments. This person will define and execute our sales strategy.

Primary Responsibilities

- Engage with C-suite healthcare provider organizations through a highly consultative, relationship-building approach that reflects a deep understanding of organizational needs.
- Understand, articulate, and effectively sell compelling business case and value propositions to target clients; understanding client challenges and what solutions our company can bring.
- Seek new and unique business channels and non-traditional sales targets based on a deep understanding of the application of the value proposition in new areas of focus.
- Responsible for driving key strategic initiatives, critical business decision making, deal analysis, and setting the overall growth trajectory of the organization.
- Responsible for coordinating with all business units to develop the strategic growth plan to include identifying new markets, and implementing the strategic growth plan, to include building relationships with key stakeholders.
- Develop opportunity profiles and project plans. Maintain multi-year pipeline of potential clients.
- Elaborate business development plans, design and implement processes to support business growth, through customer and market definition.
- Educate and build relationships across organizations, developing numerous touch points supporting the organization's mission and values.
- Responsible for hiring, creating sales KPIs, managing and mentoring other business development leaders.
- Through deep, trust-based relationships, continually partner with client resources.
- Develop and maintain an expert level knowledge of all company products and services.
- Use a consultative sales approach and supporting techniques, leveraging internal experts as appropriate.
- Lead negotiations through to sales award, coordinate complex decision-making process, and overcome client concerns to capture new business opportunities.
- Establish/maintain strong industry presence and reputation through participation in industry conferences, white paper authorship, speaking engagements, effective use of social media, etc.
- Build a pipeline of prospective sales and demonstrate the ability to move prospective sales through the process and effectively increases sales conversion rates or sustains high sales conversion rates.
- Use insights from the business development process to inform product and/or service development roadmaps and priorities.

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Qualifications

- 15+ years of progressive experience in sales/business development positions in like markets/organizations; 5-7 years of experience managing sales/business development teams
- A proven record of success in consultative selling to senior level decision makers
- A broad understanding of the complexities of healthcare delivery systems, with deep knowledge in the areas of finance, strategic planning, and/or clinical operations
- Experience targeting new markets/segments and developing unique offerings that are clearly distinguished from the competition
- A strong client relationship orientation and listening skills that contribute to the development of lasting, trust-based client relationships
- Access to an extensive network of senior leaders in this industry
- Outstanding verbal and written communication skills, including exceptional executive presence and the ability to create concise, compelling written communications
- Organized, assertive, and self-directed; able to rapidly prioritize and pivot as needed
- Ability to work under stress, interruptions and tight deadlines.
- Independent judgment to determine pursuit guidelines, purpose, follow-through and completion.
- Ability to understand financial reports including budgetary guidelines, deal analysis and project expenditures
- A strong team player, adept at collaborating with colleagues across business units/functions and building alignment around a clear vision and set of objectives
- Ability to travel up to 70% of the time

CHIEF DIGITAL OFFICER

The Chief Digital Officer (CDO) is the top organizational executive responsible for practical patient/consumer focused solutions that streamline processes through use of technology solutions combined with continual process improvement to enhance both the patient/consumer experience and organizational business results. The CDO is responsible for ensuring that the enterprise's business strategy is optimized, given current and emerging digital realities, opportunities and threats.

The CDO is focused on the patient/consumer and in creating choices for the patient/consumer, as well as patient/consumer engagement and patient/consumer experience. The CDO is responsible for digital patient/consumer experiences across the entire enterprise and its operations. The Chief Digital Officer is responsible for understanding the use of digital technologies to enable better business service delivery and for understanding the use of information technologies to enable better business decision making. The CDO's focus is to enhance the relationship between an organization and its patients/consumer through optimizing the management of organizational data components.

Primary Responsibilities

- Participates in the business organization's strategic and operational governance processes as a member of the senior management team.
- Collaborates with executive management team and developing a streamlined approach for organizational growth and overall business strategy.
- Establishes short and long-range objectives for the organization's digital strategy and gains stakeholder buy-in.
- Establishes criteria for monitoring progress and measuring success of digital transformation projects or initiatives.
- Connects digital investments to enterprise's Key Performance Indicators (KPIs) and strategic priorities in order to achieve a positive digital transformation
- Responsible for planning, staffing and budgeting of operational areas to ensure appropriate execution on business strategy while achieving business objectives in an efficient and effective manner.
- Defines the digital architecture of the organization while balancing digital assets and computing services with market needs.
- Responsible for the development and acquisition of digital tools designed to enhance patient/consumer experience.
- Promotes organization's online presence through web marketing and social media applications.
- Drives digital disruption within individual business areas.
- Responsible for seamless integration of digital and information technology assets throughout product and service design.

Qualifications

- Bachelor's degree in computer science or a related field, master's degree preferred.
- Relevant technology, architecting, or content platform work experience beneficial.
- Excellent technical skills.
- Strong project management abilities in order to oversee project teams.
- Excellent communication skills are needed to interact with team members, executive management and clients.
- Experience with organizational leadership, culture, and behavior change management and transformation.
- Strong analytical skills in order to develop effective strategies, determine project risks, and plan product development.
- Strong negotiating skills.

CHIEF EXPERIENCE OFFICER (CXO) (CHIEF PATIENT EXPERIENCE OFFICER)

The Chief Experience Officer (CXO) is a senior leader who collaborates with the Board of Trustees and the Chief Executive Officer (CEO), to define and develop a culture of excellence and high reliability in the organization. The CXO is a visionary business leader with forward-thinking solutions that challenge the conventional and disrupt the status quo. The CXO is entrepreneurial at heart, able to ideate and create the larger vision, drive change, and activate strategies that achieve the desired outcome of safe, quality cost-effective, and efficient patient care.

The CXO role focuses on quality, safety and performance improvement. The CXO addresses the whole of experiences patients encounter during their hospital visits. The CXO helps streamline initiatives geared at helping clinicians perform their jobs more efficiently—combining separate areas of focus into a cohesive strategy for the patient experience.

Primary Responsibilities

- Utilizes data analysis, concepts of change management and process improvement to assist leaders and staff to enhance operational efficiency, quality outcomes, safety and service excellence.
- Works collaboratively with the Chief Medical Officer, the Director of Quality and other operational leaders to achieve the strategic goals established by the Board of Trustees.
- Acts as the system expert on patient satisfaction and service excellence.
- Improves patient and family experiences as well as patient relations across the health system.
- Assist in defining and developing a culture of excellence and high reliability.
- Develops vision, goals, strategies and tactics to create highly engaged stakeholders (e.g. leaders, providers, employees, community).
- Develop and implements data-driven strategies that enhance engagement, process improvement and service excellence.
- Utilizes change management strategies to modify behaviors and culture.
- Provide expertise and consultation to leaders and medical staff in process improvement and change management techniques to improve operational efficiency, clinical outcomes, safety, recruitment/retention of staff, and service excellence
- Develop and implement the organization's recruitment/retention, engagement and service excellence plan in accordance with the mission, vision, values and strategic goals of the organization, federal and state laws, regulations and accreditation standards.
- Fosters an organizational culture that promotes empowerment, inclusivity and growth.

- Assures compliance with regulatory bodies (federal and state), professional organizations and accrediting bodies for changes in laws/regulations that have the capacity to impact the organization's level of compliance.
- Responsible for day-to-day operations and human resource management to include staffing, scheduling, performance appraisals, orientation, training, and education.
- Responsible for annual planning and development of capital and operational budgets for responsible departments. Maintain fiscal responsibility for assigned budget. Monitors and meets established productivity targets.
- Demonstrate knowledge of and supports hospital mission, vision and value statements, standards, policies and procedures, confidentiality standards, customer service standards, HIPAA and the code of ethical behavior.
- Negotiates with vendors regarding the patient satisfaction measurement process& is the primary contract owner for patient satisfaction survey

Qualifications

- Master's degree required in healthcare administration, organizational development, human resources or related field is required, Ph.D. preferred.
- Process improvement and change management training such as Lean or Six Sigma is required.
- Five years of previous management or leadership experience.
- Three years of experience at a Director's level or higher.
- Demonstrated experience in changing the culture of an organization, improvement in employee engagement and customer service score.
- Demonstrated knowledge in the following practice areas: Patient/Consumer Experience, Patient Relations & Measurement Tools, Best Service Practices and Protocols, Workforce Engagement and Performance.
- Ability to interpret surveys, metrics and standards relating to the patient experience.
- Ability to independently judge, evaluate and manage complex problems, determine project guidelines and follow through with completion of activities.
- Ability to adapt and maintain focus in fast paced, quickly changing or stressful situations.
- Ability to think strategically, lead teams and provide project planning.
- Communicate receptively and expressively, both written and verbal, with diverse populations, including physicians, patients, families, community agencies, employees and volunteers.
- Ability to interact effectively with co-workers, medical staff, patients and their families, hospital staff, administration, the public and all internal and external customers in a professional and effective, courteous and tactful manner, at all times, physically, verbally and in all written and electronic communication.

CLINICAL INFORMATION SPECIALIST

Clinical Informatics Specialist are professionals who are able to work in different healthcare settings either multi-hospital setting, community-based health care organization, comprehensive network of primary and specialty physician practices and complementary services.

Main functions include collaborating with clinicians, providers, and allied health in analyzing clinical requirements specific to the organization. Knowledgeable in clinical documentation needs essential in working with EHR vendors, service providers and content partners to enhance content. Participate in testing and validating order sets and clinical documentation tools, current state mapping and future state workflow development, application design and development, content issues resolution, implementation, optimization and end-user support. May participate in the development and utilization of EHR data in clinical and research departments.

Primary Responsibilities

The Clinical Informatics Specialist has organization-wide responsibility for workflow processes impacted by Clinical Information System across disciplines and clinical departments.

- Lead/participate in implementing large clinical process change initiatives across the clinical setting in ambulatory, outpatient and inpatient departments.
- Responsible for performing advanced application system analysis and design to include requirements, specifications, configuration, documentation, testing, and implementation of system.
- Provide application support, troubleshooting, support training needs, unit reporting or departmental analytics activities.
- Serves as a primary liaison/resource regarding clinical workflows and technology between solution workgroups, clients and vendors.
- As part of the health care team, assumes accountability for ensuring smooth Clinical workflow processes across ambulatory clinics.
- Facilitates and leads process change activities across clinical disciplines integrating strong quality improvement principles into the process transformation.
- Assists customers in defining metrics needed to measure change and works closely to help sustain needed process change.
- Effectively works as part of a multidisciplinary healthcare team to identify solutions to improve efficiency and the delivery of safe patient care.
- Serves as a resource for multiple applications/systems.
- Participates as a clinical workflow resource for new implementations as well as ongoing optimization of existing products and workflows.
- Responsible for making timely, effective decisions in relation to assigned products.
- This position will have contact with both external and internal customers and is expected to work in a professional manner.

- The duties performed by this position may have an organization-wide effect and allow access to confidential information related to both patients and staff.
- Incumbents of this position will be required to make timely, effective decisions using independent judgement and discretion within the appropriate guidelines defined by leadership.
- Works both in an office environment as well as the clinical environment.
- Maintains clinical competency in field of practice.
- Play an important role with a regional leader that inspires better health through compassionate care, medical education and research, and neighborhood outreach.
- Realize the advantages of advancing your career with an organization where you can expect supportive leadership, state-of-the-art technological resources, inter-professional teamwork, and innovative learning.

Qualifications

- Bachelor's degree with three years clinical experience or diploma/associates degree with five years clinical experience. Master's degree in a related field preferred.
- EMR vendor experience (as specific by employer) with solution specific proficiency or certification highly desirable (Inpatient, ED, OPD).
- Licensure, certification, and/or registration: Current State licensure as a Registered Nurse or Registered Respiratory Therapist.
- Must be a self-motivated team player that can work under little supervision, with strong organizational and analytical skills.
- Must be able to work both independently and in a team setting and serve as a mentor to others in the department.
- Must be capable of prioritizing multiple projects and meeting deadlines.
- Must demonstrate knowledge and competency in the following areas:
 - satisfactory completion of orientation;
 - positive interpersonal and communication skills;
 - critical analysis skills;
 - ability to resolve complaints/problems;
 - customer-focused philosophy of service delivery;
 - meeting facilitation;
 - conflict resolution;
 - ability to use technology and appropriate software to support daily activities;
 - Maintain clinical competency by meeting ongoing clinical hour requirements in current department as defined by leadership.
 - Demonstrated understanding of quality improvement principles (Lean, Six Sigma, DMAIC, etc.).
 - Flexible scheduling and travel required.

CHIEF MEDICAL OFFICER

Chief Medical Officers are healthcare administrators who oversee the effective management of medical centers. They are responsible for managing clinical operations, liaising between administration and medical staff, implementing operating efficiencies aimed at enhancing patient numbers and flow and ensuring that patients receive the highest standard of medical care.

Chief Medical Officers are responsible for managing hospital budgets, assessing and upgrading existing medical care standards, and working with operating and executive team members to implement new operating processes and systems.

Chief Medical Officers recruit and train new medical staff, act as mentors to medical staff through good management, leadership, and coaching.

Primary Responsibilities

- Deliver direct care to patients in in-patient and ambulatory settings.
- Act as the liaison between administration and medical staff.
- Cooperate with the executive team to initiate procedures, regulations and programs to benefit patients and fiscally support the organization.
- Develop best practices in transitioning from traditional to innovative care delivery and reimbursement modalities.
- Proposes resource investments to support organization's business plan and provides input to corporate budget cycle.
- Provide clinical domain expertise and support in health care cost, quality and safety measures including AHA (American Hospital Association), NQF (National Quality Forum), AHQA (American Health Quality Association), and the Joint Commission.
- Ensure that all healthcare regulations and safety standards are met, including CMS (Centers for Medicare/Medicaid), The Joint Commission, AHRQ (Agency for Healthcare Research and Quality), and others as applicable.
- Recruit and mentor new and incumbent medical staff.
- Create benchmarks for key performance indicators.
- Monitor and evaluate clinical performance of medical staff and find ways to improve it both administratively and clinically.
- Ensure that standards, protocols, leadership and direction are all in place so that the organization provides the highest quality of care.
- Plans and acts strategically by anticipating opportunities, analyzing competitive posture, and developing/implementing successful programs based on that analysis.
- Manage and direct all clinical services within the organization.
- The CMO must demonstrate an ability to deliver with respect to engaging and aligning medical staff, improving performance metrics, improving quality of care and at the same time curtailing costs by more efficient use of resources.

Qualifications

- MD or DO Degree with current, valid license.
- Master of Health Administration (MHA) or Master of Business Administration (MBA) desirable.
- 10+ year's clinical experience.
- 4+ years' experience in a management role.
- Strong background in clinical practice management.
- Experience in using health analytics methods and tools to achieve process improvement, enhance patient care and/or improve practice profitability.
- Budget development skills, hospital, ambulatory and practice level.
- Clinical risk management experience.
- Ability to adapt to a continually evolving environment.
- Able to thrive in an autonomous and high-pressure organization.
- Knowledge of physician compensation processes, productivity incentive packages and the concept of fair-market value, for individuals and groups of physicians.
- Knowledge of Stark Laws or various state law equivalents, prohibiting physician referrals to entities (labs, procedures, consultants) with which they have a financial relationship.
- Knowledge of the federal anti-kickback statute and the dangers of placing hospitals and health care organizations at risk when assigning medical directorships, discounted office space and complex joint ventures that may appear to remunerate physicians, or groups of physicians, for referrals to the organization.
- Cognizance of legal landmines with regard to the Health Insurance Portability and Accountability Act (HIPAA), the Health Care Quality Improvement Act (HCQIA),¹⁵ vulnerability to Recovery Auditor Contracts (RAC) and avoidance of practices that could invoke fraud and abuse enforcement (billing for services that do not meet medical necessity criteria on over billing for services).

CHIEF MEDICAL INFORMATION OFFICER

The Chief Medical Information Officer (CMIO) will lead and be responsible for the planning and implementation of information systems used in the clinical environment and facilitate the development of the clinical enterprise. The CMIO is the tactical and strategic leader for clinical information systems that support: health and well-being of patients and advancement of clinical quality and safety initiatives.

The CMIO is responsible for establishing the vision, future directions, and strategic use of clinical information systems for optimum health care. The CMIO is a proponent of new and emerging health care technologies while understanding the impact on the organization, the physician citizens of the organization and the patient. The CMIO is active in the policy sector of healthcare by engaging with local, regional and national issues affecting the delivery of care.

Primary Responsibilities

- Serves as principal advisor to the SVP/CIO, CMO and other Information Technology staff with regard to physician issues and the impact that information technology has or may have on medical practice.
- Provides medical leadership in the areas of planning, development, preparation and implementation of strategic and tactical clinical information systems.
- Builds relationships with Physicians, Advanced Practice Providers (APPs), and allied health professionals to gain support and consensus of information technology initiatives.
- Works in collaboration with the SVP/CIO and the research community to facilitate the use of computerized application in medical research.
- Provides leadership in supporting quality and safety initiatives.
- Evaluates the impact of information technology on clinical processes and identifies areas to promote use of technology in creating efficiencies for clinicians.
- Serves as the primary liaison between providers and IT.
- Reviews medical informatics trends, experiences and approaches, develops technical and application implementation strategies and assists in the development of strategic plans for clinical information systems.
- Leads development of clinical "rules" supporting patient care and protocol research as well as the design of clinical system features supporting protocol management and the use of the system to leverage the clinicians' time and maximize communication with affiliates and referring physicians.
 - Leads and facilitates key clinical leadership groups in the creation of required clinical content, protocols, workflows and related system usage policies.
 - Serves as the primary provider champion for all major clinical information technology projects.
 - Creates and supervises clinical optimization teams to review and enhance system utilization and configuration to improve the efficiency and outcomes of clinical care.

- Maintains awareness of existing and emerging technology, regulatory, and market factors and assists in the development of the IT strategy and plan.
- Works with senior clinical leadership in deploying standardized evidence-based best practices in medicine and clinical content and ensures adoption of best practices.
- Works in concert with IT and departmental quality efforts to design and implement systems supporting patient care, research activities, and quality improvement.
- Supports data governance by identifying and addressing critical data quality management issues and monitoring and improving quality data.
- Acts as an advocate for the protection of patient privacy and the security of protected health information.

Qualifications

- MD with Master's degree in Healthcare Administration, Medical Informatics or Business Administration preferred.
- Healthcare information technology experience providing medical leadership for clinical information systems and computerized physician order entry.
- Possess knowledge of clinical workflow and technology needs in inpatient and outpatient settings.
- Perform as a strong leader with practical experience in the use of clinical technologies to support patient care.
- Experience with standardization of systems and consolidation of multiple information systems.
- Experience implementing organization-wide, hospital-wide and clinical area –wide information systems.
- Possess advanced leadership and management skills, interpersonal skills and customer service skills to interact with multiple areas of stakeholders to affect change.
- Ability to cultivate and maintain strong working relationships with executives and physicians.
- Perform effectively in a complex changing environment.
- Ability to analyze complex problems and develop recommendations and solutions.
- Action oriented and results driven.
- High integrity and trust-worthiness.

CHIEF NURSING INFORMATICS OFFICER

The Chief Nursing Informatics Officer (CNIO) provides visionary leadership and establishes direction for a comprehensive nursing informatics program, with a primary focus on nursing practice, administration, research and academic partnership in support of interdisciplinary patient-driven care.

The CNIO serves as the principle for developing strategic nursing informatics plans, data analysis, creation of policies and procedures and serves as a champion for complex nursing projects and systems that support efficiency and effectiveness for end users, with the primary goal of advancing nursing's evidence-based practice.

The CNIO serves as the principal informatics advisor to the Chief Nursing Officer. The CNIO has national impact on informatics strategy and activities and impacts nursing informatics in the federal and private sector health informatics communities.

Primary Responsibilities

- Collaborates with health care executives in creating the organizational mission and vision. Directs the integration of nursing or nursing related activities in the mutual development and achievement of organizational goals.
- Improves the quality and effectiveness of the facility's overall health care program by providing leadership, coordinating, and facilitating the evaluation and improvement of a wide range of programs. Excellence is reflected in improved client outcomes and organizational performance.
- Develops policy related to professional practice and relevant statutes and regulations on community, regional, and/or national levels.
- Mentors others in executive leadership positions. Forecasts knowledge needs for complex multi-system change.
- Serves as an expert to communicate nursing and health care trends and issues at the local, regional, state, and/or national level.
- Advocates for ethical decision-making on behalf of the public and staff. Develops an environment for ethical decision-making at the organization/system level.
- Practice of an executive nature, comprised of complex leadership and administrative components, associated with critical health care issues and activities that influence the organizational mission, health care, and policy.
- Collaborates with other executives for strategic planning, decision-making, and problem solving about health care services and organizational priorities.
- Promotes an environment that supports the conduct and utilization of research in practice and a spirit of inquiry.
- Develops resource utilization strategies to improve organizational performance. Strategies reflect the changing societal and health care environments and the economic climate.
- Advocate for nursing innovations that addresses clinical need, policy change, workforce management, informatics education aligned with the organizational strategy and national priorities.

Qualifications

- Master's degree in nursing or related field with BSN.
- Doctoral degree in nursing or related field preferred.
- Appropriate basic or advanced certification desired (approximately 5-6 years).
- Graduate from a school of professional nursing approved by the appropriate agency and accredited by an accrediting body at the time the program was completed.
- Current, full, active and unrestricted registration as a graduate.
- Requires 10 years' experience in nursing with evidence of experience in Informatics.
- Project management experience preferred.
- Demonstrated experience taking a product from development to production.
- Demonstrated experience with evaluating new customer needs and documenting the business case and technical requirements.
- Understanding of regulatory requirements and industry best practices.

CHIEF PRIVACY OFFICER

The Chief Privacy Officer (CPO) position provides leadership and oversight in the strategic planning, execution, and assessment of the information privacy program. Establishes and maintains a comprehensive program to insure that all information assets are adequately identified and that information assets are appropriately classified.

The position is responsible for identifying, directing, coordinating, evaluating, and reporting on information privacy risks in a manner that meets compliance and regulatory requirements. The position is also responsible for developing or managing budgets, project prioritization, strategic planning, execution, policies, procedures and guiding practices. In addition, this position will lead staff development for the respective teams to insure a service culture is created to support service level agreements for designated business units.

Primary Responsibilities

- Responsible for the strategic direction for the privacy program.
- Acts as the corporate executive charged with developing and implementing policies designed to protect employee and customer data from unauthorized access.
- In cooperation with Human Resources, ensures compliance with privacy policies and consistent application of sanctions for failure to comply with privacy policies for all employees, extended workforce, and business associates.
- Builds a strategic and comprehensive privacy program that defines, develops, maintains and implements policies and processes that enable consistent, effective privacy practices, which minimize risk and ensure the confidentiality of protected and other classified data in paper and electronic form, across all media types.
- Ensures privacy forms, policies, standards, and procedures are up-to-date.
- Works with organization senior management, security, and corporate compliance officer to establish governance for the privacy program.
- Serves in a leadership role for privacy compliance.
- Collaborate with the information security officer to ensure alignment between security and privacy compliance programs including policies, practices, investigations, and acts as a liaison to the information systems department.
- Establishes, with the information security officer, an ongoing process to track, investigate and report inappropriate access and disclosure of protected health information.
- Performs or oversees initial and periodic information privacy risk assessment/analysis, mitigation and remediation.
- Conducts related ongoing compliance monitoring activities in coordination with the organization's other compliance and operational assessment functions.
- Takes a lead role, to ensure the organization has and maintains appropriate privacy and confidentiality consents, authorization forms and information notices and materials reflecting current organization and legal practices and requirements.

- Oversees, develops and delivers initial and ongoing privacy training to the workforce.
- Participates in the development, implementation, and ongoing compliance monitoring of all business associates and business associate agreements, to ensure all privacy concerns, requirements, and responsibilities are addressed.

Qualifications

- Bachelors' degree in business administration or healthcare administration or related major, master's degree preferred.
- Minimum of 15 years of experience within regulated institutions in Compliance, Risk or other regulatory function.
- Minimum of 5 years of experience leading a team.
- Healthcare experience preferred.
- Privacy and Compliance Certifications preferred (e.g. CHPS, CHS).
- Experience operating in a matrixed organization where you must exert influence over professionals that are not direct reports.
- Ability to communicate effectively, both verbally and in writing and the ability to report to the board.
- Thorough knowledge of privacy laws and regulations including:
- Knowledge of US Data Protection and Privacy Regulations e.g. GLBA, Regulation P, FCRA, etc.
- Knowledge of International laws that impact the privacy International Knowledge of key State Data Protection and Privacy Regulations.
- Effective analytical and investigative skills.
- Effective team management skills: consensus building; conflict resolving and meeting managing.
- Strong interpersonal skills and ability to deal effectively with diverse personalities and skill sets.

CHIEF RISK OFFICER

The chief risk officer (CRO) will act as the corporate executive tasked with assessing and mitigating significant competitive, operational, compliance, legal, strategic, cyber, privacy, regulatory and technological threats to the enterprises assets, including capital and earnings potentials.

Primary Responsibilities

- Oversee the development, implementation and execution of the enterprise risk strategy and program.
- Partner with other key executives including the CIO and Strategy executives to proactively identify issues and solutions that can impact the organization's goals, objectives and strategies.
- Oversee the development and update of risk maps and strategic action plans to mitigate the company's primary threats, and monitor the progress of risk mitigation efforts.
- Build risk quantification and qualification models, algorithms and formulas to support the definition of risk appetite and tolerance levels.
- Oversee the execution of the annual enterprise risk assessment and remediation activities.
- Develop and disseminate risk analysis and progress reports to company executives, [board members](#) and employees.
- Operationalize risk management by building strategies and processes to integrate risk management priorities into the company's overall strategic planning.
- Act as the resident expert on risk, monitor, and report on the organization's risk profile.
- Oversee all risk education programs and efforts.
- Develop and implement information and risk assurance strategies to protect against and manage risk related to the use, storage and transmission of data and information systems.
- Evaluate potential operational risk stemming from employee errors or system failures that could disrupt business processes, then develop strategies to both reduce exposure to these risks and adequately respond when these issues occur.
- Oversee the design, implementation and maintenance of the enterprise governance, risk and compliance tools to support the enterprise risk management program.
- Oversee funding and budgeting of risk management and mitigation projects.
- Communicate with company stakeholders and board members about the [business' risk profile](#) and assessments.
- Participate in merger and acquisition, new business/new product risk assessments.

Qualifications

- Bachelor's degree in business administration, accounting, finance, mathematics, statistics or a similar management discipline, master's degree preferred.
- Certification in CRCMP, CRISC, ISO3000 or similar required.
- At least fifteen (15) years of related experience in risk management with at least (8) eight years previous experience in risk titled positions and functions.
- Solid understanding of various risk frameworks, practices and experience designing and implementing integrated risk frameworks in highly regulated industries.
- Prior management experience preferred.
- Experience interacting with governing and regulatory bodies and audit committees.
- Exceptional communication skills.
- Ability to engage and communicate with all elements of the workforce, leadership and governance.
- Strong problem-solving, conflict management, influencing and consensus building skills.

CHIEF TECHNOLOGY OFFICER

The Chief Technology Officer (CTO) will serve as a key direct report to the Senior Vice President & Chief Information Officer (SVP/CIO) and will be part of the IT senior leadership team. The Chief Technology Officer's role is to align technology vision with business strategy by integrating company processes with the appropriate technologies.

The Chief Technology Officer is also responsible for all aspects of developing, implementing and maintaining technology initiatives within the organization, assuring high performance, consistency, reliability and scalability of all technology offerings. This individual maintains existing enterprise systems, while providing direction in all technology-related issues in support of information operations and core company values.

Primary Responsibilities

- Leads strategic technological planning to achieve business goals by prioritizing technology initiatives and coordinating the evaluation, deployment, and management of current and future technologies.
- Collaborates with the appropriate departments and outside vendors to develop and maintain a technology plan that supports organizational needs.
- Develops/contributes to IT business plans, staffing, budgeting and process decisions that support both the long-term and the short-term objectives of the company.
- Develops and communicates business/technology alignment plans to executive team, staff, partners, customers, and stakeholders.
- Directs development and execution of an enterprise-wide disaster recovery.
- Stays abreast of trends and regulations to ensure effectiveness and compliance.
- Provides thought leadership and representation in interoperability work groups, as they relate to ONC's S&I framework.
- Keeps abreast HIE trends statewide and nationally, as well as security requirements, HL7 and Meaningful Use, as these pertain to HIE.
- Analyzes complex business needs presented by the user community and/or clients and recommends technical solutions.
- Maintains competency in and thorough understanding of trends and technology futures in digital health. This would include interop-proper and also mobile apps, consumer devices, application programming interfaces and digital platforms (technology and identity access concerns most notably).

Qualifications

- Master's degree in Computer Science or a related field, preferred; including MBA or Masters in Computer Science.
- 15 years' experience managing and/or directing technological operations, with a proven ability to lead a progressive IT group to develop and implement IT programs on time and within budget.
- 10 years' experience working in the healthcare industry.

- 10 years' experience in strategic technology planning, execution, and policy development.
- Perform effectively in a complex changing environment with proven successes in collaboration, communication, critical thinking, & futures planning. Excellent verbal, presentation, written and interpersonal communication skills. Ability to work collaboratively, influencing decisions and outcomes, facilitating consensus.
- Proven leadership and management skills.
- Excellent knowledge of technology environments, including telecommunications, networks, programming, media, and desktops.
- Solid understanding of computer systems characteristics, features, and integration capabilities.
- Extensive knowledge of data enterprise software applications, outsourcing standard practices, integration, interoperability and information exchange standard practices.
- Solid understanding of the following languages and protocols – Java, XML, Http/s, RESTFUL Web Services, RFC, JDBC, JCO.
- Ability to work with multiple technologies (ex. XD, XD*, LDAP, HL7, CCD, CCDA, FHIR) and ability to quickly learn and use new technologies.
- Technical experience with systems networking, databases, Web development, and user support.
- Exposure to business theory, business processes, management, budgeting, and business office operations.
- Excellent understanding of project management principles.
- Excellent knowledge of advanced technologies including mobile computing, data warehousing and health information exchange.
- Ability to analyze complex technology problems and develop recommendations and solutions that are understood in business terms.

CLINICAL SYSTEMS ANALYST

Clinical Systems Analysts are involved in the installation and development of hospital information systems. Their job is to perform system upgrades and provide system maintenance when required. Clinical Systems Analysts must have advanced knowledge of hospital purchased software and the ability to supervise staff and maintain hospital information confidentiality. Clinical Systems Analysts participate in developing policies and creating training tools for hospital information systems uses.

Primary Responsibilities

- Act as liaison between clinical personnel, vendors and the hospital IT department to solve system problems.
- Analyze computer information systems and identify areas for improvement.
- Analyzes problems, determines causes and initiates corrective action.
- Confer with clinical personnel (direct and indirect caregivers) to determine information needs and instruct software engineers to make changes to software or system design.
- Provide in-service and other forms of continuing education of software and hardware to users.
- Analyzes, develops, and maintains computer applications, procedures, and other systems that satisfy the needs of user departments.
- Reviews, evaluates and implements requests from user departments.
- Develop necessary documentation, including system testing and evaluation, documentation, user manuals, operating instructions, information standards, confidentiality standards, policies, and procedures.
- Maintains a high level of interaction with all clinical areas to continually enhance and improve patient care.
- Coordinates and participates in both internal and external user group functions
- Ensure system use, data input, and retrieval policies and procedures are followed.
- Demonstrates knowledge of and supports hospital mission, vision, value statements, standards, policies and procedures, operating instructions, confidentiality standards, and the code of ethical behavior.
- Shares on-call duties with other individuals within information services.
- Stays current with technology through seminars, educational opportunities, trade magazines, news groups.

Qualifications

- Bachelor's degree in information management, computer science of healthcare administration. Master's degree in health informatics preferred.
- Clinical degree in medical technology, nursing, pharmacy, physician's assisting, or other health-related degree.
- CPHIMS/CAHIMS certification preferred.
- Two+ years clinical experience.
- Two+ years' experience in intra/inter departmental communication.

- Project management skills.
- Problem solving, analysis skills.
- Time management skills.
- Excellent oral and written communication skills.

CLINICAL TRANSFORMATION ANALYST

The Clinical Transformation Analyst main focus on planning and organizing the clinical content related to clinical transformation process. Functions primarily as a Healthcare Professional knowledgeable about order set components and their relationship to the care and treatment of inpatients and should understand the clinical documentation needs of Physicians, Registered Nurses and other clinical disciplines within the inpatient setting. Essentially oriented with organizational policies, procedures, business operations, and regulatory requirements related to orders and clinical documentation and should be knowledgeable about national standards related to quality and safety.

Larger organizations require to work in teams, committees and change boards to support organization strategic initiatives. Ability to serve as consultants dedicated to guide high-impact projects through workflow re-engineering, flowsheet development and focus group meeting activities.

Roles & Responsibilities

- Utilizes nursing knowledge to identify areas of systems enhancements to improve clinical outcomes.
- Facilitates workgroups to analyze and modify current practice to streamline workflow processes.
- Communicates significant process issue findings with project manager, and other team members as appropriate to facilitate system optimization.
- Identifies appropriate education methodologies and applies them appropriately to specific applications and projects.
- Provides ongoing support to the clinical care providers with technology changes/enhancements.

Qualifications

- Bachelor's degree required, master's degree highly preferred
- Five years recent experience in hospital setting required
- Registered nurse with current active state licensure
- EMR Vendor experience preferred (as specified by employer)
- Related Informatics certification preferred
- Advanced computer skills required (e.g. Microsoft Visio)

COMPLIANCE PROFESSIONAL

The purpose of the Compliance Professional is to develop, implement, revise and oversee the Corporate Compliance Program. The responsibilities include maintaining and expanding visibility for the Corporate Compliance Program at all levels within the Company; training senior management regarding the Company's Corporate Compliance Program; recommending and implementing compliance initiatives which match the health care regulatory environment; and evaluating Company processes for compliance impact.

Primary Responsibilities

- Administer the Company's Corporate Compliance Program including conflict of interest, code of conduct and ethics violations.
- Act as an expert with respect to compliance matters requiring external reporting, such as to regulatory and law enforcement agencies.
- Create and manage a program to educate and communicate the importance of good corporate citizenship to all leaders, employees, contractors, and business partners.
- Act as the internal resident expert providing appropriate compliance advice services to various levels of leadership including; day-to-day, Board's, and internal and external stakeholders as appropriate.
- Develop external contacts to position themselves as a leader in health care compliance programs.
- Work with business segments and unit leaders to increase awareness of the importance of the Corporate Compliance program.

Qualifications

- Bachelor's degree in business administration, health administration or related field.
- Significant experience in the health care industry, with specific ethics/compliance program experience or legal experience.
- CHS or equivalent certification preferred.
- Detailed understanding of government requirements, regulations and expectations for health care compliance programs.
- Familiarity with Medicare and Medicaid programs and state insurance laws preferred.
- Demonstrated effectiveness operating in complex organizational environments.
- Excellent written, oral, and presentation communication skills.
- Proven ability to work with all levels of management.
- Strong problem solving skills.
- Demonstrated ability to partner effectively with others in handling complex issues.
- Strong influencing skills and sound business judgment.

CYBER ARCHITECT

Also known as Cyber Security Architect. This person will lead the development of and coordinate all IT strategy, and security protocols while overseeing the implementation of integrated systems and maintenance of current IT infrastructure. This person will embrace innovation as a means to improve the organization's ability to better achieve their missions by designing and engineering healthcare cyber solutions through software selection, sizing, configuration and related work.

Primary Responsibilities

- Designs, presents and administers integrated technology solutions architecture, strategies, policies and standards.
- Able to give capability briefings and solution demonstrations, prepare technical material for internal and external audiences.
- Maintains a high level of technical excellence.
- Proposes changes in existing products or services that result in cost reductions or increased end-user productivity, write technical papers or give industry seminars, identify and champion new core capabilities or partnerships, and lead or mentor other staff.
- Ensure system availability, scalability, security and other system performance goals are met.
- Lead complex systems integration projects through demonstrated ability to achieve deliverables on time and on budget.
- Coordinates and oversees architecture implementation and modification activities.
- Oversees the Information Security Management function of the organization, including the development, documentation, implementation, operation, and maintenance of all information security programs, and heads ongoing activities to preserve the availability, integrity, and confidentiality of organization information resources in compliance with applicable security policies and standards.
- Safeguards the organization's computers, networks, and data against threats, such as security breaches, computer viruses, or attacks by cyber-criminals, avoiding loss of confidential information, lost revenue, and fines from regulatory agencies for failing to protect data.
- Manages IT support, and staff, providing line management, leadership, motivation, and strategic direction
- Communicates regularly with other members of leadership team and managers, and brings the organization's information security risks under explicit management control.

Qualifications

- Bachelor's degree in computer science, data science, mathematics, management information systems or equivalent degree is required. Master's degree or other advanced technical degree preferred.

- CISSP certification desired.
- 10 years' work experience in cybersecurity desired.
- 3+ years Agile project management experience desired.
- Experience with Systems Engineering and/or Systems Integration desired.
- Business development, proposal writing, statement of work development experience preferred.
- Demonstrated leadership and communication skills required.
- Internal and external client relationship management skills and experience required.
- Experience with contact center, data warehouse, cloud hosting services and other like solutions desired.
- Demonstrated ability to develop and articulate initial solution concepts to both external and customers to translate from concepts into a solidified system solution for implementation and operations.
- Demonstrated ability to understand business need and recommend the appropriate technology and process solution to meet internal and external requirements including regulatory requirements.
- Demonstrated ability to facilitate and lead technical work groups involving multiple specialties in support of system solution development and implementation.
- Demonstrated knowledge of architecture frameworks, network analysis, complexity analysis and dynamic analysis.

DATA ANALYST

A data analyst will be responsible for empowering users with data across the organization, providing a unique blend of clinical, technical, and analytical expertise. The data analyst will work within a team with multiple groups within the organization to improve clinical quality, improve patient safety and streamline operations. The team combines business knowledge with technology to empower decision makers and believes that analytics and data can improve outcomes, optimize processes, and reduce costs. The data analyst will be a creative problem solver who is excited about joining a collaborative team.

The data analyst will lead high-profile projects and will be a reliable expert in translating clinical and business requirements into meaningful analysis. The individual will need to build relationships with key stakeholders, be an expert in multiple data sources, and implement sustainable solutions. S/he should bring project management experience and share best practices with the team. The analyst must be comfortable with mentorship and leading team development and skill development efforts.

A successful candidate is articulate, analytical, and a team player who understands the power of data in clinical settings. S/he learns quickly, works independently, and is relentless in overcoming technical, process, and organizational obstacles.

Primary Responsibilities

- Guides clinical teams and business stakeholders on large scope projects: gathering requirements, developing metrics, retrieving data, and ensuring validity of results.
- Utilizes advanced analytical and/or statistical ability to evaluate data, and make judgments and recommendations regarding process and outcome improvement work, including: resource utilization, physician practice patterns, and clinical pathway effectiveness.
- Proposes and creates innovative and appropriate data solutions (dashboards, reports, business intelligence tools, etc.) for the measurement of processes and outcomes.
- Advises on new data models, testing frameworks, and documentation practices.
- Demonstrates excellent presentation and communication skills to share findings in an understandable and actionable manner tailored to audience and customer's needs.
- Responsible for the coordination and completion of assigned projects, including project definition, assignment of task responsibilities, setting deadlines, and all other aspects of project management.
- Independently identifies and works to remediate project obstacles.
- Identifies, defines, and implements new data-driven strategies and processes for the organization.
- Communicates work plans, progress, findings and interpretations effectively with a continual focus on educating and developing analytic capability of business customers and the organization overall.
- Trains and mentors team members.

- Develops a “trusted advisor” reputation through expertise in data.

Qualifications

- Bachelor's degree in health IT or related field required.
- Master's degree in biostatistics, epidemiology, health services research, economics, and quantitative science preferred.
- One (1) year of experience in analytics / business intelligence required.
- Experience in at least one computer programming language or analytical programming language (R, Python, SAS, etc.).
- Experience with data visualization tools preferred (Tableau, Qlik, etc.).
- Experience with SQL.
- Knowledge of relational database structures.
- Understanding of data flows, conceptual knowledge of ETL.
- Experience in project management.

DATA ANALYST – HEALTH PLAN

The Data Analyst is responsible for evaluating and creating data content for the Health Plan. This position will utilize SQL management and visualization tools to collect, mine and analyze data to create reports and data extracts.

The Data Analyst will perform data steward duties for supporting systems in the Health Plan. This position will focus on managing data content and the business logic behind all data transformation for reporting and data extracts. Which will include documenting all data points used in reporting and data extracts.

Primary Responsibilities

- Assess actuarial tables to determine how the liability coverage should correspond with trends in the populace.
- Coordinate code changes with appropriate vendor related to health plan reporting and application issues.
- Collaborate with various teams to identify and infrastructure related issues that have resulted in reporting and application issues.
- Aggressively manage personal workload related to open issues and service requests to ensure agreed upon SLA's are met.
- Provide/coordinate resolution of issues while recommending procedures and controls for problem prevention, escalation, etc.
- Provide thorough documentation within call tracking database and knowledge database to document work around or resolution of frequent incidents to enhance quality of problem resolutions for future incidents.
- Develop reports and extracts as per specifications and requirements.
- Analyze business requirements and documents functional requirements.
- Guide and assist development team in deciding best approaches and practices.
- Provide support and maintenance of all Health Plan Reporting applications.
- Work with end user(s) to discuss on solutions, concerns and suggestions.
- Provide effective customer service by being courteous, polite and friendly at all times.
- Timely acknowledge customers in order to determine their need and help the customer resolve the issue or request.
- Participate in departmental programs that promote and deliver exceptional customer service.

Qualifications

- Bachelor's degree or combined equivalent experience.
- Working knowledge in SSRS, SSIS, Crystal Reports, SAS, Teradata, SQL Server Databases, XML, XSLT, ASP .net and batch commands.
- Working knowledge of the Affordable Care Act/Health Insurance Exchange, Medicaid, Medicare, and Commercial Health Plans.

- Functional expertise in enrollment processing, claim processing, provider contracting and pricing, EDI (HIPAA Transactions) processing, and integration.
- Knowledge of EDI Healthcare Transactions (820, 270, 271, 834, 837, 270, 271 etc...).
- Strong technical experience in SharePoint and Microsoft Office Suite.
- Knowledge of industry standard health data and code sets such as ICD-10, CPT/HCPCS, revenue codes, 5010, NCPDP eligibility/enrollment data model & structure, member/eligibility input & output Feeds.
- A total of three (3) years of experience in corporate systems environments required. Experience with a variety of Information Management applications, programming languages, and technologies preferred.
- Minimum of three (3) years' experience with writing and debugging complex SQL queries.

DATA ARCHITECT

The candidate will be responsible for the analysis, design, and development of data modeling solutions. Will perform detailed data analysis and modeling and be the key source of knowledge on corporate data needs and business rules/relationships concerning existing company data. Has the ability to evaluate a moderately complex system and understand the inter dependencies between components, provide guidance/training to others as staff lead teams of individuals in a matrix organization and perform a variety of concurrent activities. The candidate will need to be able to communicate clearly, concisely, and persuasively about moderately complex and/or technical topics and effectively with others in a work environment and with customers.

Primary Responsibilities

- Participation in proposing new technical architectures and solutions to improve and enhance existing architectures.
- Provide architectural services for new and existing projects.
- Evaluate and test emerging technologies/tools, and documenting essential steps to integrate tools to applications.
- Design and develop common application services for re-use across multiple project initiatives.
- Perform system analysis, design, implementation, and documentation for various projects.
- Define and refine of lifecycle software application systems.

Qualifications

- Bachelor's Degree in Information Systems, Computer Science or equivalent required.
- Minimum seven (7) years related experience including demonstrated proficiency in at least one of the following;
 - Enterprise Data Architecture
 - Information Architecture
 - Data Modeling
 - Data Warehousing
 - RDBMs, preferably Oracle
 - Component-based architecture
 - Java and J2EE
 - High-end distributed systems
- Demonstrated strong process knowledge.
- Minimum of 3 years' experience in IT Project Leadership or Technical Lead for complex, high risk, high visibility IT projects.
- Demonstrated superior knowledge of industry standard business and technology best practices, tools, and methodologies.

- Understanding of all aspects of the software life cycle from specification through analysis and design, to testing and maintenance as well as product evaluation. Able to leverage Agile, waterfall, or hybrid project methodologies.
- Demonstrated ability to lead a cross-functional team in the application of new structured development process - concept, execution, implementation.
- Demonstrated expertise in requirements engineering, software architecture, software testing, and software deployment including understanding how the software interacts with the technical architecture.

DATABASE ADMINISTRATOR

A Database Administrator (DBA) will keep the database(s) up and running smoothly 24/7. The goal is to provide a seamless flow of information throughout the company, considering both backend data structure and frontend accessibility for end-users.

Responsibilities extend to data integrity and ensuring appropriate response to infrastructure alerts. The DBA interacts with analysts, vendors and information technology leadership. The health of the database environment relies on the expertise of the DBA.

Primary Responsibilities

- Read, analyze and interpret general business periodicals, professional journals, technical procedures and governmental regulations.
- Provide maintenance of the vendor database management system.
- Test and convert new releases of the database management software.
- Perform analysis and design of site-specific database modifications.
- Responsible for the day-to-day technical administration of database applications.
- Diagnose, analyze, and troubleshoot technical problems.
- Ensure that state of the art management tools are in place to monitor database performance.
- Primary contact for issues related to database applications.
- Meet with technical personnel of departmental software vendors prior to system installations to evaluate the existing systems.
- Write reports, business correspondence and procedure manuals and to effectively present information and respond to questions from groups of managers, clients, customers and the public.

Qualifications

- Bachelor's degree in computer science or computer engineering.
- 2+ year's professional experience, preferably in healthcare.
- Intermediate mathematical skills.
- Proficient with Microsoft Office, healthcare-related interface and microprogramming, report writers, and html or related applications.
- Demonstrated advanced knowledge of database structure and theory.
- Demonstrated experience with MySQL and MSSQL.
- Current SQL certification preferred.
- Demonstrated Oracle, Windows NT, MS SQL Server, and other operating systems proficiency preferred.
- Working knowledge of client/server and Graphical Interface (GUI) concepts and tools, PC-based middleware tools, Relational Database Management systems, and other software relative to large online and/or client/server transaction processing systems.
- Proficient at disaster avoidance and recovery.
- Understanding of regulatory requirements and industry best practices.

- Ability to work independently with minimal supervision and assistance.

DATA MANAGER

The data manager will be responsible for empowering users with data across the institution, providing a unique blend of clinical, technical, and analytical expertise. Their team will work with multiple groups within the organization to improve clinical quality, patient safety, and streamline operations. The team combines business knowledge with technology to empower decision makers and believes that analytics and data can improve outcomes, optimize processes, and reduce costs. The team is comprised of creative problem solvers who are excited about joining a collaborative team with a big impact.

The data manager will lead and manage a data and analytics team to support quality and operational improvement initiatives. The Manager will lead the organization to become a data driven organization by overseeing methods of data capture, analysis, and effective visual display to inform and support decision-making. The Manager will also identify new knowledge and opportunities for improvement utilizing national guidelines, measures and best practices and serve as a working manager to leverage the team and delegate responsibilities accordingly. This manager is an integral team member of the patient safety and quality program of the organization and requires broad knowledge of the field with demonstrated leadership skills and experience in the area of supervision. The individual will have excellent business acumen to help guide leaders in the creation and validation of KPIs to measure process and outcomes.

Primary Responsibilities

- Acts as the manager of the analyst team, to include:
 - Staff recruiting, coaching, professional development and supervision.
 - Delegation of tasks and responsibilities.
 - Maintenance of the department budget.
 - Manages project timelines and status.
 - Makes sure that work quality matches customer needs.
- Contributes to the analytics strategy and deployment:
 - Intakes customer needs and prioritizes and allocates resources.
 - Reports on project status.
 - Formulates analytics strategy and engages with committees and key organizational decision makers to ensure alignment with organizational strategy.
- Technical SME within the organization:
 - Point of contact for analytics.
 - Provides expertise in data management, data collection, data analysis, data visualization, data distribution, KPI and metric creation.
 - Evaluates new technology and opportunities to improve analytics utilization.
 - Participates in enterprise data governance.
- Maintains professional accountability to support quality and patient safety efforts and alignment with enterprise strategic priorities.
- Builds and maintains partnerships within the organization.

- Supports strategic enterprise initiatives.
- Collaborates with improvement project teams and other teams within the organization.

Qualifications

- Bachelor's degree in health IT or related field.
- Master's degree in biostatistics, epidemiology, health services research, economics, quantitative science preferred.
- Seven (7) years of experience in analytics / business intelligence.
- Five (5) years of project management, preferably portfolio management in data analytics, business intelligence, or statistical analysis.
- Experience in at least one computer programming language or analytical programming language (R, Python, SAS, etc).
- Experience with data visualization tools preferred (Tableau, Qlik, etc).
- Experience with SQL.
- Expertise in relational database structures.
- Expertise in data flows, conceptual knowledge of ETL.
- Demonstrated experience in project management.
- Demonstrated knowledge of scope, approach and execution for building and supporting an enterprise data warehouse.
- Demonstrated experience leading cross-functional teams that include internal employees as well as consultants and contractors.
- Experience in IT projects and those that implement new business or clinical processes as a result of new technologies is strongly desired.
- Must possess a highly consultative work style and specialized knowledge that can be translated to business strategy initiatives.
- Exceptional communication skills.

DATA PRIVACY ANALYST

The Data Privacy Analyst will support the mission of the Privacy Compliance Program to effectively prevent and/or detect violations of law, regulations, or policies and standards of conduct and if detected, to quickly and effectively correct these violations. This position oversees all ongoing activities related to the development, implementation, maintenance of, and adherence to business unit privacy practices in conformance with company policies and procedures covering the privacy of, and access to, information.

Primary Responsibilities

- Liaison for privacy in assigned business unit (s).
- Responsible for ensuring adherence to applicable Federal and State privacy laws and related policies and procedures.
- Recommends information privacy technologies to ensure adaptation and compliance.
- Represents the Information Privacy Program on various committees and workgroups.
- Conduct privacy investigations and case management.
- Provides regular and ad hoc training and awareness.
- Conducts monitoring and auditing activities for assigned business unit (s) and coordinates action to respond to identified risks and violations.
- Conducts role based education and training of assigned business unit employees on privacy regulations and policies and procedures.
- Leads the incident response team to investigate and correct violations of privacy standards, confidentiality or information security. Ensures remedial action, corrects current problems and takes all available steps to prevent future problems.
- Applies investigative techniques and audits to validate privacy breach occurrences.
- Conducts risk assessments to determine breach notification responsibilities.
- Consults with patients and family members to obtain sensitive information and communicate investigative results while ensuring a successful customer experience and service recovery.
- Manages and documents all privacy incidents utilizing case management solutions to ensure accurate documentation and reporting.
- Collaborates with other departments, such as legal counsel, human resources, IT, and HIM to maintain organization compliance with Federal and State laws regarding privacy, security and protection of information resources.
- In cooperation with Human Resources, ensures compliance with privacy policies and consistent application of sanctions for failure to comply with privacy policies for all employees, extended workforce, and business associates.
- Provides rotating coverage for privacy office operations including triage of department voicemail, email and investigation cases.
- Administers the Notice of Privacy Practices and privacy policies including: assisting customers with exercising privacy rights as listed in privacy policies and notices, monitoring of regulatory changes that mandate edits.

- Develop and manage necessary modifications to System-wide annual mandatory privacy and security education.
- Performs other privacy related projects or duties as assigned.

Qualifications

- 3 or more years' experience in Privacy and/or Compliance or equivalent experience in Quality, Audit, Human Resources, HIM, Provider or Customer Relations or other related work.
- 3+ years of experience in related field (Privacy, Cybersecurity, Legal, Compliance, or other related field).
- Healthcare experience preferred.
- Working knowledge of privacy laws (i.e., HIPAA, HITECH, GLB, etc.), access and release of information.
- Proven ability to communicate professionally and effectively in written and oral format, along with the ability to think analytically and solve problems as required.
- Experience in investigative techniques and ability to investigate complex privacy issues.
- Must have the experience or the ability to work effectively in a large, geographically diverse organization.
- Understanding of key privacy laws in US and throughout Americas (e.g., California Consumer Privacy Act (CCPA), FCRA, FACTA, GLBA, CalOPPA, TCPA, CAN-SPAM, CASL, HIPAA, HITECH, PIPEDA, EU General Data Protection Regulation (GDPR), Brazil LGPD, Cayman DPL, Bermuda PIPA, Cross-Border Data Transfers), state privacy laws.
- Excellent verbal and written communication skills.
- CIPP or similar certification (e.g., CHPC, CHC, CIPP/US, CIPP/E, CIPM, CIPP/C).
- Global privacy experience (US, Canada, LATAM, EU-GDPR).
- Financial services experience preferred.

DATA SECURITY ANALYST

The Data Security Analyst will support the mission of the Cyber Security Program to represent the interests of IT and assigned business units in applying policies and procedures for securing of data and systems. The position provides consulting and regulatory compliance guidance on strategic and technical initiatives and is knowledgeable of information security best practices and regulatory and compliance requirements that impact security for the enterprise. The Data Security Analyst will work to assure security programs and technical controls are in compliance with policies, applicable laws and regulations.

Primary Responsibilities

- Liaison for privacy in assigned business unit(s).
- Responsible for ensuring adherence to applicable Federal and State privacy laws and related policies and procedures.
- Recommends information privacy technologies to ensure adaptation and compliance.
- Represents the Information Privacy Program on various committees and workgroups.
- Conduct privacy investigations and case management.
- Provides regular and ad hoc training and awareness.
- Conducts monitoring and auditing activities for assigned business unit (s) and coordinates action to respond to identified risks and violations.
- Conducts role-based education and training of assigned business unit employees on privacy regulations and policies and procedures.
- Leads the incident response team to investigate and correct violations of privacy standards, confidentiality or information security. Ensures remedial action, corrects current problems and takes all available steps to prevent future problems.
- Applies investigative techniques and audits to validate privacy breach occurrences.
- Conducts risk assessments to determine breach notification responsibilities
- Consults with patients and family members to obtain sensitive information and communicate investigative results while ensuring a successful customer experience and service recovery.
- Manages and documents all privacy incidents utilizing case management solutions to ensure accurate documentation and reporting.
- Collaborates with other departments, such as legal counsel, human resources, IT, and HIM to maintain organization compliance with Federal and State laws regarding privacy, security and protection of information resources.
- In cooperation with Human Resources, ensures compliance with privacy policies and consistent application of sanctions for failure to comply with privacy policies for all employees, extended workforce, and business associates.
- Provides rotating coverage for privacy office operations including triage of department voicemail, email and investigation cases.

- Administers the Notice of Privacy Practices and privacy policies including: assisting customers with exercising privacy rights as listed in privacy policies and notices, monitoring of regulatory changes that mandate edits.
- Develop and manage necessary modifications to System-wide annual mandatory privacy and security education.
- Performs other privacy related projects or duties as assigned.

Qualifications

- 3 or more years' experience in privacy and/or compliance or equivalent experience in quality, audit, human resources, health information management, provider or customer relations or other related work.
- 3+ years of experience in related field (privacy, cybersecurity, legal, compliance, or other related field)
- Healthcare experience preferred.
- Working knowledge of privacy laws (i.e., HIPAA, HITECH, GLB, etc.), access and release of information.
- Proven ability to communicate professionally and effectively in written and oral format, along with the ability to think analytically and solve problems as required.
- Experience in investigative techniques and ability to investigate complex privacy issues.
- Must have the experience or the ability to work effectively in a large, geographically diverse organization.
- Understanding of key privacy laws in US and throughout Americas (e.g., California Consumer Privacy Act (CCPA), FCRA, FACTA, GLBA, CalOPPA, TCPA, CAN-SPAM, CASL, HIPAA, HITECH, PIPEDA, EU General Data Protection Regulation (GDPR), Brazil LGPD, Cayman DPL, Bermuda PIPA, Cross-Border Data Transfers), state privacy laws.
- Excellent verbal and written communication skills.
- CIPP or similar certification (e.g., CHPC, CHC, CIPP/US, CIPP/E, CIPM, CIPP/C).
- Global privacy experience (US, Canada, LATAM, EU-GDPR).
- Financial Services experience preferred.

DESKTOP/FIELD SERVICES TECHNICIAN

The Desktop/Field Services Technician is responsible for providing direct support to end users of computers, printers, mobile devices, and related peripherals. The technician will test, diagnose, document, repair, and/or replace devices as necessary. The technician may also be assigned to provide technical support to organizational projects that require the relocation or deployment of computing resources.

Primary Responsibilities

- Maintain, troubleshoot, and repair computer systems including printers and other peripherals.
- Provide direct user support on site and in the field.
- Evaluate user business needs and recommend appropriate hardware solutions.
- Diagnose errors or technical problems and determine proper solutions.
- Provide routine system maintenance as required.
- Document all system updates and repairs.
- Function as part of project teams as needed to provide system deployment, upgrades, or relocation.

Qualifications

- Associate's degree in information systems or equivalent experience.
- Desktop Technology Certification.
- Excellent customer service skills.
- Strong system diagnosis skills.
- Ability to perform routine component replacement on desktops, laptops, and printers.
- Basic understanding of network protocols.
- Experience with disk imaging software.
- Proficient with Microsoft Office.

DIRECTOR OF CLINICAL INFORMATION SYSTEMS

The Director, Clinical Information Systems will manage a team of clinical IS staff. The Director plans and directs all aspects of design, implementation and maintenance of clinical information systems to effectively apply technology solutions to improve clinical operations. The Director performs administrative and management functions for the health system's clinical IS area.

The Director is responsible for translating the mission, strategic goals and program priorities of the organization into department operations. The Director will be responsible for providing leadership, direction and management of information systems that directly support clinical information system solutions. The Director manages the analysis, selection, design, implementation and support of clinical information systems solutions to manage and improve clinical operations.

Primary Responsibilities

- Plans, prioritizes, summarizes, directs and supervises staff, users and vendors in clinical systems development and support functions with an emphasis on complete, accurate, compliant and secure systems.
- Provides functional and technical leadership for the implementation and support of software applications (internally or vendor developed), enhancements, and modifications.
- Prepares and recommends short- and long-term goals and objectives for the systems development and support functions and in support of the overall IS strategy.
- Provides insight and the appropriate level of reporting to various leaders and partners within the organization.
- Monitors system issues and performance and when necessary escalates issues to the appropriate stakeholders and supports incident and problem management efforts.
- Supervises and conducts special analyses, such as requirements analysis, system feasibility studies, systems selection and process improvement projects.
- Insures the development of functionally accurate, efficient, well-tested, and secure program code, utilities, and tools.
- Insures the development of test areas, system test data, and testing methods prior to implementation of new or revised systems and is accountable for post-implementation reviews.
- Insures that limitations and constraints (cost, time volumes, benefits, and risks) and controls (security, audit, operational) are considered, documented and reported to the CIO.
- Develops capital and operating budgets and demonstrates fiscal leadership and responsibility in utilizing resources.
- Ensures the ongoing integration of information security with business strategies and requirements.

- Ensures that the access control, disaster recovery, and business continuity needs of the organization are properly addressed.
- Develops, implements and maintains client service plans and teams.
- Interfaces and partners with user departments to exchange information and ideas, review requests for service, and/or resolve problems in order to meet customer needs.
- Initiates, recommends and approves human resources actions including hiring, terminations, and disciplinary actions.
- Stays abreast of emerging risks, technologies, recalls and product safety concerns for devices and systems.
- Establishes a knowledge base of issues and resolutions for common system and process issues.

Qualifications

- Bachelor's degree required in a related field from an accredited college or university, master's degree in business, or related field preferred.
- Certification in Project Management and prior project management experience in clinical information systems preferred.
- Ten years information systems leadership experience as a supervisor or manager in a large hospital, academic medical center or healthcare setting.
- Advanced clinical system experience highly preferred.
- Prior experience with technical support and information security management around the electronic medical record health systems.
- Five years of experience in both technical and strategic roles in healthcare environments (in integrated healthcare systems).
- Documented success in addressing business needs with information management solutions and practices and leading the design, development, deployment, and support of clinical information systems.
- Proven ability to organize and effectively manage a complex, cross-segment business change initiative.
- Ability to analyze and present data to influence behavior, stimulates innovation, promote best practices, and drive organizational change.
- Demonstrated leadership ability and interpersonal effectiveness required to work collaboratively with multiple disciplines, e.g., physicians, administrative, external agencies and vendors.
- Capable of consistently exercising diplomacy, patience, and tact.
- Ability to manage silos, confront issues and work toward collaborative solutions.
- Critical thinking, problem solving and negotiation skills.
- Solid experience in understanding clinical workflow.
- Organizational skills, along with attention to detail, and the ability to achieve deadlines in a complex, dynamic environment.
- Ability to direct, educate and manage the customers.

DOCUMENT INTEGRITY SPECIALIST

The Document Integrity Specialist performs a variety of tasks associated with the collecting, analyzing and indexing of patient care documentation in the medical record. Application of knowledge includes the process to store, retrieve, review, analyze, and process health-related information in both paper format and electronic format. This person serves as a resource for all members of patient care teams to improve medical record documentation that allow for accurate medical record practices compliant with applicable Federal, State and Accreditation guidelines. The work done by the Document Integrity Specialist contributes to overall patient safety, revenue cycle management and continuous quality improvement initiatives.

Primary Responsibilities

- Attendance and Dependability: The employee can be depended on to report to work at the scheduled time. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.
- Excellent verbal and written communication skills.
- Detail orientated and ability to be self-motivated to prioritize and make decisions to complete duties in a timely manner.
- Ability to perform repetitious movement, including long periods of standing or sitting, along with the ability to stoop, bend, reach, step up and sit for extended periods of time.
- Ability to maintain patient and employee confidentiality.
- Ability to perform routine maintenance and basic maintenance of scanning equipment preferred.
- Proficient in the operation and use of computers and scanners including various software programs such as Epic, word processing and spreadsheets.
- Ability to work in a team environment and to collaborate with a variety of professionals.
- Ability to work under pressure of deadlines.
- Knowledge of standard medical terminology, basic human anatomy and medical record format, content and medical documentation order preferred.
- Ability to examine a document and determine its proper placement within the paper or electronic record.
- Ability to examine the record and verify patient identification.
- Knowledge of indices and filing systems necessary to file, store, and retrieve information from paper and electronic record systems preferred (terminal digit filing preferred).

Qualifications

- High school diploma or equivalent required.
- Associated degree or higher in HIM, HIT, HCA or related healthcare field preferred.
- Education in HIM, HIT, HCA or related program may be substituted for years of experience.

- RHIT or CAHIMS credential preferred.
- CRIS credential a plus.
- One year to two years minimum of progressively responsible health care related experience required.
- Knowledge of HIPAA and other state and Federal regulations a plus.

INFORMATION SECURITY MANAGER

The Information Security Manager works closely with the Information Security Officer on the development, documentation, implementation, and monitoring of policies, procedures, and practices that ensure the confidentiality, integrity, and availability of company data and assets.

Leads tactical improvements by designing and building short and long term enterprise plans and standards to ensure services meet current and future requirements. The position is responsible for participating in the planning and managing of budgets, project prioritization, strategy, execution, policies, procedures, and guiding practices.

Primary Responsibilities

- Assess the organization's security measures, such as firewalls, anti-virus software and passwords, to identify any weak points that might make information systems vulnerable to attack.
- Perform security risk assessments and may carry out simulated attacks to test the efficiency of security measures.
- Prioritize security coverage to ensure that strategically important data, such as commercial information or personal data, receives the highest levels of protection.
- Develop policies that encourage secure working and protect data.
- Provide training for employees, explaining security risks and demonstrating good practices, such as using strong passwords and protecting data when they use mobile devices outside the office.
- Set up procedures and automated processes to monitor the status of computers and networks.
- Analyze reports generated by the monitoring system to identify trends that might indicate a future risk.
- Must stay abreast of emerging and changing security standards, regulations and requirements.
- Provide consultation/assessment of security risks for all new applications perform technical security assessments.

Qualifications

- Bachelor's degree in Information systems, computer science or equivalent required.
- Six (6) years relevant experience, including two (2) years of leadership experience as an Information Security professional. Healthcare experience preferred.
- CISM/CISSP or equivalent certification required.
- Experience in investigative techniques and ability to investigate complex security issues.
- Self-motivated and able to work independently with objectivity and good judgment.

- Well-developed people skills, including approachability, social and communicative ability and the ability to earn the trust and confidence of others.
- Excellent customer service and interpersonal skills demonstrated both over the phone and face-to-face in order to communicate technical information in non-technical terms is preferred. Consensus building and collaborative interpersonal skills is preferred.
- Can conform to shifting priorities, demands and timelines through analytical and problem solving capabilities.
- Experience with federal and state information security standards, regulations and requirements (e.g. HIPAA, state laws).
- Working knowledge of IT systems and functions, process development, mobile device management, change management, and software review processes.
- Knowledge of information security best practices, NIST, PCI, ISO standards, and common risk frameworks.
- Demonstrated experience in the development and management of a comprehensive information security program that balances risk and the needs and goals of the business.
- A service-focused team player who has the ability to lead and mentor team members is preferred.
- Ability to work under pressure, establish priorities and respond with urgency is preferred.

INTEGRATION ANALYST

An Integration Analyst is tasked with planning, coordinating, and managing the assimilation of new software applications and programs into an organization's existing Health Information Technology environment. The analyst typically supports each department by determining its systemic needs, recommending changes, implementing new software solutions and instructing users about the interface.

Responsible for reviewing the process infrastructure and operating systems of the company and recommending options for developing process efficiency for assimilating data availability. Position advises on system integration techniques to the department heads for making operating activities more capable. He/she is also responsible for providing guidance on workflow improvements, conducting design training sessions, coordinating with data analysis and defining functional requirements. The analyst also monitors system efficiency, updates current software to correct errors and support in software system installation.

Primary Responsibilities

- Research new software packages and make a system upgrade recommendations based on the organization's strategic goals.
- Supervise the implementation process for outside software while also designing, coding and maintaining applications developed in-house.
- Offer assistance to employees on how to properly use all systems, including writing training materials and conducting seminars.
- Other duties range from maintaining internal websites and databases to account billing and communicating customization requests to vendors.
- Conduct procedure development, system maintenance and make improvements through scripting and automation.
- Make client environment modifications within client's system constraints.
- Resolve and troubleshoot system issues in the client environment.
- Prepare proposal requests such as bid specifications, benchmark studies, cost projections and solution development.
- Participate in analysis and design of business process, training development, and deployment planning.
- Present and evaluate end user capabilities and assemble data to conduct competitive analysis.
- Interact with end user team members to complete project activities and deliverables.
- Conduct complex studies on automation techniques in interfacing functional areas.
- Develop, test, and install systems, conduct associated updates and install software, cabling, hardware and maintenance.
- Ensure that the configuration audit and inventory of hardware as well as software is checked out.
- Support the assigned duties related to logistics and acquisition automated information system applications.

- Collect integration matrix according to measurement collection and project management plan.

Qualifications

- Bachelor's degree in computer science, engineering, database administration or a related field.
- Effectively communicate complex concepts with vendors, customers, co-workers and management, both verbally and in writing.
- Must balance a self-motivated, independent work ethic with the desire to train and assist others.
- Must have the ability to organize, prioritize, and manage a variety of tasks and activities in a timely and effective manner.
- Requires strong analytical and problem-solving skills.
- Must possess the ability to verify and solve software shortcomings in addition to effective time management aptitude and communication skills. In order to complete the essential duties adeptly, the analyst mostly uses program-testing software.
- Must possess critical thinking, decision-making, and problem-solving skills as well as the ability to prevent finding and provide recommendations.
- Proficient with Microsoft Office.

IT AUDITOR AND RISK ANALYST

The IT Auditor and Risk Analyst, functions as a highly skilled internal control consultant responsible for conducting IT risk assessments and audits, providing risk and audit education and consulting services to mitigate risk and assess the control environment of each auditable unit.

The position conducts IT, regulatory, mandate and legal audits and requires technical and operational knowledge of information security best practices, as well as, legal and regulatory compliance requirements that impact security or risk for the enterprise. This role has no direct reports. This position will work in a collaborative effort with the various organizations including Information Technology.

Primary Responsibilities

- Conduct internal audits and reviews on behalf of the corporation to identify issues and risks, document established controls to mitigate risk and assess the control environment of each auditable unit.
- Support and coordinate audit efforts to ensure successful and timely completion of assignments.
- Communicate issues, audit results, and recommendations in a clear and concise manner to appropriate levels of operating, IT, and executive management.
- Facilitate project risk assessments and lessons learned sessions.
- Participate in divisional or departmental infrastructure projects as assigned.
- Maintain working knowledge of information technology pre-production (e.g. system development life cycle, change control, operating systems, applications and security) and post- production (e.g. operating systems, applications, security and data center operations) controls.
- Conduct effective and efficient IT and project audit work.
- Provides recommendations to improve the control environment.
- Effectively applies audit methodologies, policies, and procedures applicable to the organization.
- Suggests improvements to audit methodologies, policies, and procedures.
- Prepare complete and accurate audit work papers in a timely manner.

Qualifications

- Bachelor's degree in business administration, information systems, information assurance or closely related field required.
- Minimum five (5) years related experience, which includes three (3) years of IT or technology related auditing experience.
- Ability to develop, maintain and report against a work plan, as work progresses.
- CRCMP, CIA, CRISC, CISA, CCSA required within two-years.
- Familiarity with national security standards, business continuity, disaster recover, auditing, risk management, vulnerability assessments, regulatory compliance, and incident management.

- Strong understanding of project management and information technology background.
- Good analytical, organizational, verbal and written communication skills.
- Ability to solve problems in a dynamic team environment and handle multiple assignments in a timely manner.
- Experience in conflict management skills necessary to resolve issues where corporate areas are in disagreement.
- Ability to effectively interface with various levels of management internally and as well as contacts outside the organization.

NURSE INFORMATICIST

The Nurse Informaticist functions as a knowledgeable practitioner, and as a consultant, educator, and evaluator to maintain and improve system services, and to mentor clinician users to become better technology consumers. The Informaticist consistently searches for and implements systems and system improvements which allow clinicians to provide high quality care in the most efficient manner possible utilizing technology.

Primary Responsibilities

- Participate in the selection, implementation, and support of clinical systems.
- Ensure maximum use and efficiency of clinical systems.
- Provide direct, hands-on education and support to staff in the use of technology in a manner which promotes patient safety and confidentiality.
- Consistently strive to improve knowledge and skills in the development of clinical systems and processes.
- Provide system support to include on-call shifts as needed.

System Design and Optimization

- Perform regular analysis of department workflow and provide recommendations for the automation of manual processes.
- By directly interacting with department staff on a daily basis, perform ongoing assessment of whether technology is meeting the needs of the department by enhancing, not impeding workflow.
- Solicit and respond to user concerns about system functionality.
- Work cooperatively within the Informatics and Information Technology Governance Structure to develop resolutions to issues in response to user requests and concerns.
- As a liaison to clinically focused committees, make recommendations for planning and development of clinical systems.
- Assist with the development and revision of department policies and procedures to address changes brought about by the implementation of technology.
- Develop targeted metrics which determine system benefits for the user department, including criteria which measure process improvement.
- Gather and analyze information to determine overall system and process improvement benefits based upon pre-defined metrics.
- Develop and facilitate the use of change management mechanisms for system alterations.
- Develop and maintain relationships with vendors which for research and development purposes. Attend vendor training as needed. Attend vendor user groups and conferences, preferably with IT Systems Analyst.
- Audit software upgrades in collaboration with the IT Systems Analyst.
- Facilitate adherence to National and Institutional Privacy Policies in development of systems.

System Selection, Implementation, and Adoption

- Identify potential champions for clinical technology, and actively mentor them as future technology leaders.
- Participate in efforts to select systems which meet departmental needs in adherence with the guidelines aligned with the IT Strategy.
- Manage and/or participate in system implementation projects per the Project Management Methodology utilized by the organization.
- Collaborate within and outside of the department to build and/or oversee the build of system components (profiles, dictionaries, screens) that lend to an integrated system which supports the workflow of all users, in all departments which will use the technology.
- Lead in efforts to acquire early buy-in for technology endeavors at all stakeholder levels: community, executive, management, physician, and user.
- Continuously engage project and technology stakeholders to facilitate adoption of systems and processes.
- Actively participate in testing and validation of departmental systems and components.
- Develop and maintain documentation for all users of the department's systems.
- Report status of projects and metrics scorecard data to stakeholders.
- Develop audit tools which determine the level of user adoption of technology.

Education

- Train leadership in the use of audit tools, and assist in the development of mechanisms to identify and address user adoption issues.
- In conjunction with the clinical educators, assist in development of training tools and programs for upgrading the skills of the department staff.
- Lead education efforts and provide direct hands-on training for department staff in the use of computer hardware, software, and related processes, including adherence to National Data Privacy Laws and security policies of the organization.

System Support

- Serve as the primary liaison between the department, core teams, and IT in order to resolve system/interface problems.
- Develop, train, and oversee implementation of downtime procedures for departments.
- Communicate with staff regarding upcoming downtime and ensure ready availability of the appropriate tools to support staff during the downtime.
- Assist in the establishment of a collaborative user support framework which addresses hardware, software, and process issues at all times that systems are operational (24/7).

- Provide direct support to end users, working within the established support framework that includes Informatics and IT input.
- Assume on-call duties for user support on a rotating schedule per the established support framework.
- Develop tools and provide training which allows the greatest level of user autonomy in obtaining necessary reports.

Qualifications

- Current licensure as RN in the State or Country of practice, BSN preferred.
- BLS Certification.
- Minimum 3 years of clinical experience.
- Knowledge and experience with Systems Development Life Cycle related projects.
- Knowledge on at least one programming language (or as identified by the organization).
- Strong Computer Skills. Proficient with Windows applications.
- Excellent organizational, presentation communication skills and leadership skills.
- Ability to work effectively individually and as part of a collaborative team.
- Ability to work on several complex issues at the same time.
- Ability to collect, analyzes, and presents data at various audience levels.
- Excellent customer service skills.
- Professionalism and an ability to manage stressful situations in a manner that is conducive to finding resolution.

PRIVACY SPECIALIST

The Privacy Specialist will support the mission of the organization's Privacy Compliance Program to effectively prevent and/or detect violations of HIPAA, HITECH and other Federal and State laws, regulations and organization policies, procedures and standards of conduct. In addition, the Privacy Specialist serves as an autonomous member of the information privacy team providing services to their assigned business units in the form of education, training, investigations, investigative interviews, breach response and reporting and service recovery. This position requires professional discretion due to the highly sensitive nature of work performed.

Primary Responsibilities

- Liaison for privacy in assigned business unit(s).
- Responsible for ensuring adherence to applicable privacy laws and related organization policies and procedures for assigned business units.
- Recommends information privacy technologies to ensure adaptation and compliance.
- Participates in activities and in a consultative nature related to assessing risk and developing and implementing appropriate policy and compliance monitoring activities.
- Conducts monitoring and auditing activities for assigned business unit(s) and coordinates action to respond to identified risks and violations.
- Conducts role based education and training of assigned business unit employees on privacy regulations and organization policies and procedures.
- Leads the incident response team to investigate and correct violations of privacy standards, confidentiality or information security. Ensures remedial action, corrects current problems and takes all available steps to prevent future problems.
- Applies investigative techniques and audits to validate privacy breach occurrences.
- Conducts risk assessments to determine breach notification responsibilities to patients and the Office for Civil Rights.
- Consults with patients and family members to obtain sensitive information and communicate investigative results while ensuring a successful customer experience and service recovery.
- Manages and documents all privacy incidents utilizing the System-wide case management solution to ensure accurate documentation and reporting.
- Collaborates with other departments, such as legal counsel, human resources, IT, and HIM to maintain organization compliance with Federal and State laws regarding privacy, security and protection of information resources.
- In cooperation with Human Resources, ensures compliance with privacy policies and consistent application of sanctions for failure to comply with privacy policies for all employees, extended workforce, and business associates.
- Administers the Notice of Privacy Practices Administration including: System-wide compliance of proper display of notice in facilities, assisting patients with exercising

privacy rights as listed in notice, monitoring of regulatory changes that mandate edits.

Qualifications

- Bachelor's degree in Business, Healthcare Administration or similar discipline or major.
- 3 or more years' experience in Privacy and/or Compliance or equivalent experience in Quality, Audit, Human Resources, HIM, Provider or Customer Relations or other related work.
- Healthcare experience preferred.
- Working knowledge of privacy laws (i.e., HIPAA, HITECH, GLB, etc.), access and release of information.
- CHC, CRCMP or CHPC certification preferred but not required.
- Proven ability to communicate professionally and effectively in written and oral format, along with the ability to think analytically and solve problems as required.
- Experience in investigative techniques and ability to investigate complex privacy issues.
- Must have the experience or the ability to work effectively in a large, geographically diverse system.
- Self-motivated and able to work independently.
- Objective with good judgment.
- Well-developed people skills, including approachability, social and communicative ability and the ability to earn the trust and confidence of others.
- Effective analytical and investigative skills.
- Well-developed writing, organizational, facilitating, presentation and personal computer skills.
- Ability to manage complex projects, coordinating the multitasking of self and numerous individuals who do not have a reporting relationship to you.
- Effective team management skills: consensus building; conflict resolving and meeting managing.
- Strong interpersonal skills and ability to deal effectively with diverse personalities and skill sets.

PROCESS ENGINEER/PROCESS IMPROVEMENT SPECIALIST

The Process Engineer possesses an intermediate level skill set and knowledge in the science and methods of Process/Quality improvement. Promotes organizational transformation by advising on the planning and execution of improvement efforts throughout the organization, by applying a standard framework for managing improvement projects and by acting as a consultant on improvement science and data driven decision-making. The Process Engineer is capable of assisting less experienced team members

Primary Responsibilities

- Promotes organizational transformation by advising on the planning and execution of improvement efforts throughout the organization.
- Applies the Enterprise Improvement Framework for managing improvement projects.
- Exhibits an understanding of different types of organizational problems and can identify and apply appropriate tools.
- Assists clinicians, clinical leaders and administrators to manage and understand improvement measures, performance dashboards and score cards and to use data analysis to drive fact-based decision-making.
- Developing communications strategies to support change.
- Effectively builds and facilitates improvement teams with clearly defined roles and responsibilities.
- Participates in formal and just in time training on the Enterprise Improvement Framework and tools to clinicians, clinical leaders and administrators.
- Demonstrates understanding of adult learning principles.
- Provides coaching and consultation on the use of a standardized approach to improvement work.
- Supports regulatory and accreditation activities, including participation in Joint Commission and Department of Health surveys and accreditation readiness.
- Works with leaders and staff to integrate Safety Behaviors for Error Prevention into one's work.
- Acts as an organizational patient safety champion, and supports patient safety concepts, methods, and high reliability principles.

Qualifications

- BA/BS degree, Master's degree preferred.
- Certificate in quality management or patient safety strongly recommended. (CPHQ, CQM, ASQ certification, Six Sigma, Lean Certification).
- Minimum of 5 years of professional experience; 3 years in a role where there is active use of quality concepts, tools and methods with a focus on healthcare.
- Exposure to data analysis to drive fact-based decisions.
- Experience facilitating teams that cross multiple departments and functions.

- Demonstrated ability to achievement expected outcomes.
- History of working effectively in situations where there is a need to demonstrate leadership skills to achieve the expected results.
- Project management experience (CAPM or PMP certification preferred).
- Proficient with Microsoft Office.
- Familiarity with Statistical Process Control.
- Knowledge of organizational dynamics, change theory, reliability and safety science, improvement methods and tools, measurement and statistical process control.
- Ability to work independently and take initiative when necessary
- Strong interpersonal, verbal and written communications skills
- Demonstrates strong ability to prioritize work, excellent organizational skills and initiative to improve processes.
- Change agent demeanor. Must be a flexible thinker, with an ability to quickly adapt to a changing environment.

PROGRAM/PROJECT MANAGER

The Program/Project Manager is responsible for the IT programs/projects, with overall responsibility for the direction, scope, cost, schedule, quality, and success of the projects. This includes managing the project plan, budget, issues management list, work breakdown structure, and other project management tools. This position will coordinate all project activities: software and hardware implementation training, and optimization, business and IT related tasks, internal communications process improvement, and develop a plan for sustaining support.

Primary Responsibilities

- Work with the leadership and other stakeholders to establish the strategic direction of the organization's information systems to ensure goals are achieved.
- Assist project sponsors in establishing project goals, metrics, and baselines. Facilitate collaboration and decision making between sponsors and departments.
- Develop detailed implementation plans including finalization of project team structure, task list, task inter-dependencies, timetable and budget.
- Define, identify, secure, and coordinate internal and external resources and expertise, as appropriate, for the program/project implementation.
- Manage programs/projects within schedule and budget constraints according to specifications and ensure business objectives are met.
- Manage stakeholder expectations to ensure alignment with organizational goals and objectives.
- Develop and manage project budgets, and perform periodic cost and productivity analyses.
- Lead and direct work assignments of internal and external resources to ensure support efforts are accomplished successfully.
- Initiate and facilitate change management through established communication methods.
- Oversee development of integrated testing, validation, development of training materials, and the conduct of the training.
- Identify, monitor, and develop strategies for mitigation.
- Act as single point of contact or escalation for customers and facilitating contact with the correct resources.
- Develop and assist with communications to the organization and customers regarding the program/project initiatives, status, and progress.

Qualifications

- Bachelor's degree in business administration and/or information systems with course work in computer science or equivalent.
- Master's degree preferred.
- PMP (Project Management Professional) Certification or equivalent.
- Agile or SCRUM certification a plus.

- At least 5 - 10 years progressive leadership and management experience including project experience in an IT environment or in business environment with major project management/system implementation role. Applicable system expertise a plus.
- Demonstrate knowledge of project management principles, practices and software development life cycle.
- Prove experience in successful completion of major healthcare systems implementations.
- Demonstrate ability to promote and maintain good interpersonal relationships, and a proficiency in team building, conflict resolution, and group interaction.
- Prove ability to manage large diverse groups of individuals and work effectively with all staff as well as executive leadership.
- Demonstrate experience with evaluating new customer needs and documenting the business case and technical requirements.
- Demonstrate ability to prioritize and multi-task.
- Demonstrate effective problem-solving, analytical, and time management skills.
- Proficient with Microsoft Office.

QUALITY ANALYST

The Quality Analyst is responsible for collecting, clinically analyzing and maintaining data regarding quality of care and health outcomes per regulatory requirements. Maintains and retrieves data from specified databases. Prepares and presents reports and information useful in providing clinical and administrative direction as part of performance improvement efforts. May participate in special projects as needed by leadership. May report to the Chief Information Officer, Chief Quality Officer or Chief Nursing Officer.

Primary Responsibilities

- Responsible for timely/accurate collecting, submitting, and reporting process and outcome data on patient populations as determined by hospital and departmental leadership. Some of which may include mandated clinical projects by CMS, The Joint Commission, other regulatory agencies and hospital projects.
- Organize clinical data and has the ability to interpret results to physicians, allied health practitioners, administration, nursing and others as necessary.
- Participate in hospital and community performance improvement committees.
- Abstract medical records and collect data for Medical Staff peer review from a variety of sources.
- Prepare cases and complete paperwork for the Medical Staff peer review process. Attend medical staff committee/departmental meetings as assigned.

Qualifications

- Bachelor's degree in information systems or management preferred.
- RHIT, RHIA, LPN, RN, other clinical field or equivalent clinical experience.
- At least 2 years of clinical coding, 5 years of quality review and/or 2 years of nursing/clinical experience with good clinical knowledge.
- Excellent verbal and written communication skills.
- Team player with exceptional interpersonal skills.
- Ability to facilitate clinical groups to review performance improvement data and development of specific actions resulting from review of the information.
- Demonstrated knowledge of clinical applications, spreadsheet, databases and word processing.
- Understanding of regulatory requirements and industry best practices.

REVENUE CYCLE ANALYST

Revenue Cycle Analysts are responsible for analyzing, auditing, and investigating their assigned client's Accounts Receivable (A/R) process in order to ensure quality, resolve errors, and provide strategic solutions.

Primary Responsibilities

- Develop a solid understanding of assigned client's process in order to strategically review and analyze their A/R functions.
- Conduct regular audits of the claim work for accuracy and quality; manages clean claim ratios for assigned clients.
- Provide direction to managers on claim audit corrections and resolution.
- Prepare and analyze reports of audit reviews and performance issues with a focus on identifying trends, instituting continuous quality improvement initiatives, and identifying and providing ongoing training opportunities for specialists.
- Provide second-tier review on advanced and escalated claim issues to a satisfactory resolution.
- Resolves outsource vendor's escalates claims and claim rework.
- Log all client issues encountered in internal tracking system, including enhancement requests, bugs, errors, and inquiries. Make management aware of any client issues or problems.
- Modify process and procedures to prevent claim rework through automation ideas.
- Participate in continuing education of applicable software and hardware.

Qualifications

- A high school diploma/GED required.
- Bachelor's degree preferred but not required.
- Quality control auditing and analysis experience preferred.
- Medical billing knowledge and healthcare experience preferred.
- Strong analytical skills; ability to conduct research, creatively solve problems, and deal with ambiguity.
- Highly developed verbal and written communication skills.
- Able to read, analyze, and interpret complex documents.
- Independent, logical, strategic thinker with high focus and attention to detail.
- Proficient computer skills including Microsoft Office, Word, and Excel.
- Excellent organizational skills; ability to multitask, set priorities, and meet deadlines.

RISK PROFESSIONAL

The Risk Professional is responsible for supporting the enterprise risk program, function and strategy and serves as a subject matter expert in matters related to various categories of risk. This individual is responsible to help identify issues and risk that can lead to a loss exposure with the various risk domains including operational, strategic, compliance, reputational, regulatory, security, privacy and legal. The Risk Professional will be instrumental in helping to develop strategies to reduce and mitigate risk, safe guard assets, enhance operations, and improve the quality of services.

Primary Responsibilities

- Develop policies to ensure the enterprise is managing risk in all facets of the organization.
- Design processes within the organization to ensure that projects and operational work accounts for and documents enterprise risk.
- Supports the execution of and conducts an Enterprise Annual Risk Assessment.
- Supports the execution of and conducts ongoing risk assessments of enterprise projects and work units.
- Recommends remediation actions to mitigate enterprise risk.
- Maintain network of professional relationships with specialization in key areas available to draw upon for highly specialized input regarding healthcare risks and operational matters.
- Maintain level of expertise regarding established healthcare audit risks/controls/compliance policies and procedures in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.
- Develops and maintains risk maps and strategic action plans to mitigate the company's primary threats, and monitor the progress of risk mitigation efforts.
- Supports the operationalizing of risk management by supporting efforts and strategies to integrate risk management priorities into the company's overall strategic planning.
- Conduct risk education programs, training and efforts.
- Executes risk assessments to protect against and manage risk related to the various or assigned risk category or discipline.
- Evaluate potential operational risk stemming from employee errors or system failures that could disrupt business processes, then develop strategies to both reduce exposure to these risks and adequately respond when these issues occur.
- Leverages the governance, risk and compliance tools to support the enterprise risk management program.

Qualifications

- Bachelor's degree in business administration, accounting, finance, mathematics, statistics or a similar management discipline.
- Certification in CRCMP, CRISC, ISO3000 or similar required.

- At least five (5) years of related experience in risk management with at least (3) three years previous experience in risk titled positions and functions.
- Working knowledge of various risk frameworks and practices.
- Ability to engage and communicate with all elements of the workforce, leadership and governance.
- Strong problem solving, conflict management and consensus building skills.
- Understanding of regulatory requirements and industry best practices.

SALES, SOLUTIONS SPECIALIST

The Solutions Specialist role focuses on promoting and selling organizational products, services and solution sets to potential and existing customers, while meeting/exceeding sales target objectives.

Primary Responsibilities

- Responsible for selling solution set/technology services to targeted customer market segments.
- Responsible for supporting sales team in the sales process with solution definition, design and proposing solutions to address customers' specific needs.
- Acts as a knowledge expert on product/services to support sales team and customer needs.
- Assists sales team with customer presentations specifically focused on clinical and technical components of the value proposition.
- Understand and address competitive product/solution positioning.
- Responsible for working with the sales team to pre-qualify leads and obtain background information on potential customers and their industry to increase the likelihood of completing the sales process.
- Responsible for developing and refining sales messaging, and obtaining a strong product/services knowledge and identifying key deal-closing criteria.
- Responsible for meeting and exceeding both qualitative and quantitative sales goals on a consistent basis.
- Responsible for building rapport and relationships with internal and external customers in a prompt, courteous, efficient and professional manner.
- Responsible for accurately forecast opportunities and manage sales pipeline.
- Responsible for accurately manage call lists and client contracts, logging all call information, setting up demonstration dates and updating profile activity through use of a CRM.
- Assists sales team with technical product input for development of pricing models for quotes and contracts.
- Supports sales team in contract development.

Qualifications

- Bachelor's degree required.
- Excellent verbal and written communication skills.
- Minimum of 3 years sales/inside sales experience or the equivalent.
- Computer proficiency in Microsoft Office and aptitude for internal business systems.

SECURITY ANALYST

The Security Analyst will identify and manage application vulnerabilities including and not limited to managing dynamic and static analysis. The analyst will also be involved in the assessment and understanding of data transfer security, security profile assessment of third party application and data storage providers. The analyst will be first level security support of enterprise level applications.

The analyst will also identify and quantify IT risk factors, for application security and related infrastructure. The analyst will also assist the Information Security & Compliance Team in to facilitate administration of the Information Security Program. The analyst will also be responsible for application vulnerability tool and interpret results. The analyst is expected to discuss the results and methods of remediation with the development team or the third party application provider.

Primary Responsibilities

- Manage and administer application vulnerability assessment tool.
- Interpret results of assessment report from the tool.
- Interface with application developers to discuss results and remediation.
- Interact with third party application providers to access their secure development practices.
- Access application vulnerabilities of third party applications and manage their remediation working with the providers.
- Maintain a regiment of application vulnerability assessment and management of critical applications.
- Provide assessment /audit support.
- Identify, analyze, monitor and minimize areas of risk that pertain to application security.
- Analyze business impact and exposure based on emerging security threats, vulnerabilities and risks.
- Develop and execute a program for secure application development education.
- Provide assurance that quality and risks are effectively addressed in relation to applications.
- Coordinate application security assessments of both internal and external application developer/providers.

Qualifications

- Bachelor's degree in computer science or related field is highly desired.
- CISSP, CISA and CRISC certifications are highly desired.
- 2 - 4 years' experience in related field preferred.
- Application and infrastructure audit experience.
- Must be detailed oriented who has been involved in design and implementation of security tools.

- Should have experience in complex technical solutions especially in geographic distributed and growing corporation.
- Previous PCI and HIPAA experience especially in understanding of tools and their integration into the organization to close identified gaps and to be able to implement discipline and solutions for PCI and HIPAA compliance.
- Implementation for HITRUST in cybersecurity is highly desired.
- Working knowledge of NIST standards is required.
- Proficient with Microsoft Office.

SENIOR PRIVACY SPECIALIST

The Senior Privacy Specialist will support the mission of the Privacy Compliance Program to effectively prevent and/or detect violations of law, regulations, or organization policies and standards of conduct and if detected, to quickly and effectively correct these violations.

The Senior Privacy Specialist reports directly to the Privacy Manager. This position oversees all ongoing activities related to the development, implementation, maintenance of, and adherence to business unit privacy practices in conformance with organization policies and procedures covering the privacy of, and access to, patient information.

Primary Responsibilities

- Maintains current knowledge of applicable federal and state privacy laws and accreditation standards.
- Monitors advancements in information privacy technologies to ensure adaptation and compliance.
- Participates in activities related to assessing risk and developing and implementing appropriate policy and compliance monitoring activities.
- Conducts monitoring and auditing activities.
- Conducts education on overall regulations and policy and procedure changes relevant to individual job roles. Oversees, initiates, facilitates and promotes activities to foster information privacy awareness, training, orientation and policy implementation within assigned business units and related entities.
- Provides oversight regarding the establishment, through operations management and Information Technology for the purpose of tracking access to protected health information and to monitor compliance with privacy regulations.
- Lead the incident response team to investigate and correct violations of privacy standards, confidentiality or information security. Ensures remedial action corrects current problems and takes all available steps to prevent future problems.
- Implement investigative techniques and monitors to validate privacy breach occurrences.
- Conduct risk assessments to determine patient harm, and breach notification responsibilities.
- Interacts with patients and family members to obtain sensitive information and communicate investigative results while ensuring a successful customer experience.
- Responsible for breach notification to Office for Civil Rights.
- Reviews reports and coordinates action to respond to identified risks and violations.
- Works with all business units and other personnel involved in any aspect of release of protected health information to ensure full coordination and cooperation under organization policies and procedures and legal requirements.
- Manages and documents all privacy incidents utilizing the System-wide case management solution to ensure accurate documentation and reporting.
- Demonstrated ability to communicate privacy program initiative to senior leadership.

- Administers System-wide privacy policies and procedures, including without limitation:
 - Notice of Privacy Practices
 - Authorization Forms
 - Use and Disclosure of Protected Health Information
 - Individual Requests for Access to Protected Health Information
 - Recordkeeping and Administrative Requirements
 - Data Breach Notification
- Collaborate with other departments, such as legal counsel, human resources, IT, and medical records to maintain organization compliance with federal and state laws regarding privacy, security, and protection of information resources.
- In cooperation with Human Resources, ensures compliance with privacy practices and consistent application of sanctions for failure to comply with privacy policies for all employees, extended workforce, and business associates.
- Provides reports to the Chief Executive Officer regarding the status of privacy compliance for assigned business unit.

Qualifications

- Bachelor degree in business, healthcare administration or similar discipline or major 5 years in privacy, medical records, or information management.
- CHC, CRCMP or CHPC certification required.
- Experience providing working knowledge and skills in the following:
- Superior knowledge of privacy laws (i.e., HIPAA, HITECH, GLB, etc.), access, release of information and release control technologies.
- Knowledge of information management principles and ability to apply these through project and change management skills.
- Strong investigation techniques required: ability to investigate complex privacy issues.
- Understanding of regulatory requirements and industry best practices.
- Must be self-motivated and be able to work independently.
- Must be objective with good judgment.
- Well-developed people skills, including approachability, social and communicative ability and the ability to win the confidence of people.
- Effective analytical skills.
- Detail oriented.
- Must possess well-developed writing, organizational, facilitating, presentation and personal computer skills.
- Ability to manage complex projects, coordinating the multitasking of self and numerous individuals.
- Effective team management skills: consensus building; conflict resolving and meeting managing.

SENIOR SOLUTIONS ARCHITECT

The Senior Solutions Architect will provide leadership and technical expertise, and work with the program and technical leadership to manage the technical aspects of a large software development program for the design and optimization of networks, solutions and systems. The Sr. Solutions Architect will be responsible for receiving business needs and requirements from the customer, defining system requirements and scoping the design, managing the development of the software, provide technical expertise and work toward successful deliveries to the customer.

Primary Responsibilities

- Define system requirements and specifications.
- Provide technical leadership and advise on designs for application solutions, including design reviews, planning, development and resolving technical issues.
- Analyze requirements and provide solutions that meet the required capabilities.
- Design software solutions that scale to larger user populations and satellite resources.
- Write design documentation, both at high-level and low-level.
- Interact and lead design discussions directly with customers to receive feedback on proposed designs.
- Provide inputs for planning and schedule management.
- Work closely with the Program Manager, Chief Engineer & Architect, and team lead(s) to successfully scope, manage and execute the program.
- Provide architectural assessments, strategies, and roadmaps for one or more technology domains.
- Lead projects within architecture. Work with Product Owner/Business Analysts to understand functional requirements and interact with other cross-functional teams to architect, design, develop, test, and release features.
- Project and solution estimation and team structure definition.
- Develop Proof-of-Concept projects to validate new architectures and solutions.
- Support multiple Agile Scrum teams with planning, scoping and creation of technical solutions for the new product capabilities, through to continuous delivery to production.
- Liaise with offshore team and clients for resolving technical dependencies, issues, and risks.
- Mentor and provide architectural guidance to multiple teams building innovative applications.
- Drive common vision, practices and capabilities across teams.
- Engage with business stakeholders to understand required capabilities, integrating business knowledge with technical solutions.
- Engage with Technical Architects and technical staff to determine the most appropriate technical strategy and designs to meet business needs.
- Demonstrate broad solutions technical leadership, impacting significant technical direction, exerting influence outside of the immediate team and driving change.

Qualifications

- Bachelor's degree in computer science, software engineering, computer engineering, or related technical degrees with demonstrated experience required. Master's degree in computer science or related field preferred.
- Leadership and team management experience with ability to provide strategic planning and oversight.
- 10+ years experience in software application development on Linux, Windows and Web platforms.
- 5+ years experience defining software architecture and designs for complex software systems.
- Familiarity with multiple languages, including C++, Java, Python, Kafka.
- Prior exposure to Apache Kafka, Microservice Architectures and other enterprise software architecture.
- Experience in both agile and waterfall software engineering practices.
- Certification in HL7 FHIR preferred.
- Must have experience with SOAP and REST web services, well versed with spring framework.
- Experience working with development of APIs – consumer and producer.
- Solid Programming skills using JAVA, J2EE, JavaScript, JMS, SOAP / REST Web Services, XSLT, XML, JSON.
- Proficiency in web service design.
- Experience of database access protocols such as ODBC, JDBC, SQL.
- Have a solid understanding of delivery methodology and lead teams in the implementation of the solution according to the design/architecture.
- Experience in project and solution estimation and team structure definition.
- Fluent and current on architecture trends with an eye on market/technical conditions and future direction.
- Experience in defining new architectures and ability to drive an independent project from an architectural stand point.
- Experience leading customer workshop sessions to educate customers on the latest technology trends and best practices.
- Proven track record of leadership roles delivering solutions within defined timeframes.
- Demonstrated success in performing work and managing complex and/or large consulting projects.
- Proficient in authoring, editing and presenting technical documents.
- Ability to elicit requirements and communicate clearly with non-technical individuals, development teams, and other ancillary project members.
- Excellent written and oral communication skills; Ability to communicate effectively with technical and non-technical staff.

SERVICE DESK ANALYST

The Service Desk or Help Desk Analyst is responsible for first line triaging and prioritizing of all Information Technology service requests within a healthcare provider system. Serves as a frontline troubleshooting support to achieve first call resolution. Assistance may include telephone, online or in-person interactions.

Service Desk analysts work closely with systems administrators and application analysts to monitor system performance issues and notify end-users of any downtime. Daily work schedule may vary depending on the needs of the department.

Primary Responsibilities

- Create service tickets for customer issues and escalates unresolved issues according to standard practice and procedures.
- Verify end-user credentials prior to providing or resetting access to applications and systems.
- Consult with customers to identify and specify clinical and technical requirements.
- Perform basic hardware and software troubleshooting, diagnostics and remote repair if possible.
- Assign customer support calls to IT support analyst teams according to procedure.

Qualifications

- Associate's degree in technical, management discipline, or engineering.
- 1-2 years of Help Desk, Service Desk or equivalent experience.
- Demonstrated knowledge of Microsoft Windows, Microsoft Office and Internet applications.
- Effective oral and written communication skills.
- Solid problem-solving abilities.
- Demonstrated ability to effectively handle tense customer service scenarios.
- Demonstrated knowledge of access and authentication controls.
- Demonstrated knowledge of enterprise architecture principles and practices.

SENIOR SYSTEM ADMINISTRATOR

A Senior System Administrator responsible for administration and operation of the server environment. The Senior System Administrator responsibilities will include installation, maintenance, testing, troubleshooting, system definition, and quality.

The Senior System Administrator will adhere to Change Management and Configuration Management processes for hardware and software changes. The Senior System Administrator will be expected to develop recommendations and implementation strategies for scalability and performance improvements.

Primary Responsibilities

- Perform operating system software installation, patching, upgrading and maintenance.
- Maintain operating system configuration files and kernel parameters.
- Provide operating system performance tuning, problem diagnosis and problem resolution.
- Perform user and group account administration.
- Develop shell scripts in support of system administration.
- Create and maintain files systems and directories mounted on the servers in compliance with and best practices.
- Support maintenance and administration of storage devices.
- Perform system startups and shutdowns.
- Support system security and network services requirements.
- Provide memory and process management and job scheduling.
- Perform system troubleshooting.
- Provide installation, upgrade and maintenance of server hardware components, as requested.
- Perform web services administration.

Qualifications

- Bachelor's degree in computer science, management information systems, or equivalent degree is required, although will consider experience and certifications in lieu of degree.
- 5+ years of system administration experience in a large scale production environment.
- 3-5 years' experience with shell scripting experience preferred.
- Demonstrated experience with system administration operations in compliance with government security requirements.
- Experience with Unix, Linux, and Windows desired.
- Experience with creating documentation and the ability to provide training to end-users.

- Experience with testing and documenting testing results for performance improvement and compliance.
- Ability to learn and support new systems and applications.
- Very good verbal and written communication skills with ability to communicate technical information to non-technical customers.
- Great attention to detail.

SENIOR DIRECTOR OF BUSINESS INTELLIGENCE

The Senior Director of Business Intelligence will be responsible for supporting data-driven decisions across all business operation verticals including ticketing, sponsorship, marketing, and communications; will analyze data and formulate insights. As Sr. Director of Business Intelligence you will provide thought leadership on how the organization captures, defines, disseminates, and utilizes the wealth of data collected.

This role will partner with leaders throughout the organization to ensure that data is transitioned into actionable information to manage and drive businesses strategies and insights. This role is multi-faceted, demanding strong thought leadership as well as excellent communication, robust problem solving and diligent project management skills.

Primary Responsibilities

- Lead the development and implementation of an enterprise-wide reporting program that includes an executive management scorecard, operational dashboards and reporting.
- Work with internal and external stakeholders across all business departments in the front office and serve as an in-house agency to lead the use of data to make informed business decisions champion and rally the organization towards a common business intelligence approach.
- Advocate for an active partnership between the business and the business intelligence team.
- Partner with various departments across the organization to understand their data needs and deliver the data in a manner that the department can access it easily, understand it thoroughly, and leverage it to make decisions to improve their functions and processes and drive impact.
- Align data dependencies across systems of record for data governance. Oversee supporter data governance and supporter master data; collaborate on constituent privacy and data security with relevant stakeholders.
- Ensure that all needed data is available to internal and external systems.
- Expose enterprise data resources to facilitate robust role-based analytics and visualizations.
- Ensure technical documentation of systems architecture, processes, integrations and extract, transform and load processes and other elements is up to date and accurate.
- Evolve and mature our data technology solutions to best serve the organization.
- Ensure that our data processes and systems run smoothly and on schedule. Continuously look for opportunities for automation and improvement to simplify support work.
- Manage the information in the data warehouse and other critical data sources.
- Lead the project management lifecycle for business intelligence projects from conception through completion that includes assessing business requirements, scoping and planning projects and initiatives, budgeting, forecasting, tracking and

reporting project status, managing deliverables, and assessing customer satisfaction.

- Responsible for the development of best practices and guidelines for existing or new technologies within the area of business intelligence.
- Represent the business intelligence team as an expert or resource to cross-functional project or coordinating teams and report to senior management on the team's production, activities, and efforts.
- Establish succinct, well-defined, traceable business metrics and analytic structures that are used to measure/manage the business and drive performance.

Qualifications

- Bachelor's degree, or equivalent required (business, computer science, management of information systems preferable).
- Master's Degree in Statistics, Economics, Mathematics, Business, Engineering, Operations Research, or Physics highly preferred.
- Experience building and managing enterprise shared services related to business intelligence.
- Experience working with business intelligence hardware, software and services vendors.
- 8+ years' experience across a mix of roles in analytics, business intelligence and operational strategy.
- 5+ years of experience implementing analytics in at least one business intelligence tool.
- 4+ years people management experience.
- Expertise in current data warehousing concepts (using technologies like Redshift, Spark, Hadoop, web services, etc.) to support business-driven decisions.
- Experience designing data models for Analytic and Reporting purposes.
- Experience with Enterprise business intelligence tools (SAP, Oracle, IBM etc.)

SOFTWARE DEVELOPER

The Software Developer will develop, maintain, and enhance software applications in accordance with system requirements. The developer will participate in all phases of the SDLC under the direction of the software development manager including; requirements gathering, design, development, testing, deployment, and maintenance of custom software systems. The developer will frequently be asked to work with end users to provide feasibility assessments of potential technical solutions to business challenges.

Primary Responsibilities

- Develop and maintain custom software applications.
- Participate in product text-fix cycle.
- Test and modify applications to comply with infrastructure updates.
- Participate in the business requirement gathering and validation process.
- Prepare cost and time estimates for assigned tasks.
- Adhere to organizational coding standards including source control, code instrumentation, and documentation.
- Participate in peer code reviews. Analyze, investigate, and correct issues reported by the customer or identified during the maintenance process.
- Develop and maintain system documentation.
- Develop interfaces between commercial systems as required.
- Provide off hours support per departmental policies.

Qualifications

- Bachelor's degree in computer science or equivalent.
- 2 years' experience writing commercial software.
- Excellent customer service skill.
- Strong problem diagnosis skill.
- Experience working with relational databases.
- Experience with Object Oriented Design.
- Experience in a Rapid Application Development environment.
- Experience developing and executing test cases.
- Experience developing test data.
- Ability to effectively communicate with both technical and non-technical users.
- Experience with organization's standard development tools.
- Proficient with Microsoft Office.

SYSTEMS ARCHITECT

This person will be responsible for the Technical Architecture as part of organization-wide Enterprise Architecture (EA) initiatives. The candidate will work with other members of the EA team to ensure that the technical architecture is supportive of the overall business and existing technical environment that allows for expansion of systems as needed. The candidate will be responsible for setting the technical direction of the organization in terms of applicable technical standards.

Primary Responsibilities

- Responsible for effectively integrating core capabilities with new technology to successfully implement systems development projects.
- Able to give capability briefings and solution demonstrations, prepare technical material for internal and external audiences, and think in general engineering terms in the early development of customer relationships and requirements.
- Maintains a high level of technical excellence and depth in at least one core capability.
- Proposes changes in existing products or services that result in cost reductions or increased end-user productivity, write technical papers or give industry seminars, identify and champion new core capabilities or partnerships, and lead or mentor other technical staff.
- Ensure system availability, scalability, security and other system performance goals are met.
- Lead complex systems integration projects and demonstrated ability to achieve deliverables on time and on budget.

Qualifications

- Bachelor's degree in computer science, management information systems, or equivalent degree is required. Master's degree or other advanced technical degree preferred.
- Software development experience and knowledge of systems life cycle is required.
- Knowledge of various operating systems (Solaris, OpenVMS, Windows Servers experience a plus).
- Continuity of operations planning experience.
- Knowledge of WAN/LAN network design and storage area network (SAN) design.
- Experience with enterprise architecture, including experience with service oriented architecture and/or the federal enterprise architecture.
- Experience developing and implementing solutions involving the integration of multiple technologies/products, which may include custom software development.
- Experience with CMM/CMMI process and projects strongly preferred.
- Experience with government market and/or commercial market, as well as healthcare industry preferred.
- Experience with systems engineering and/or systems integration desired.

- Business development, proposal writing, statement of work development experience preferred.
- Demonstrated leadership and communication skills required.
- Client relationship management skills and experience required.
- Experience with Contact Center, Data Warehouse solutions desired.
- Demonstrated ability to develop and articulate initial solution concepts to customer and internal and to translate from concepts into a solidified system solution for implementation and operations.
- Demonstrated ability to understand customer business need and recommend the appropriate technology and process solution to meet the customer requirements.
- Demonstrated ability to facilitate and lead technical work groups involving multiple specialties in support of system solution development and implementation.
- Some travel may be required.

TELEMEDICINE/TELEHEALTH NURSE PRACTITIONER

Telemedicine/Telehealth is the cyber delivery of health care services and clinical information using telecommunications technological applications. The Telemedicine practitioner help with ready assessments and implementation within organization and provide ongoing evaluation and overview.

Primary Responsibilities

- Oversee the implementation plan of sites, specialties, and other telemedicine clinical and educational services.
- Assist in coordinating clinical activities with participating specialists, evaluates scopes and other peripheral devices for clinical appropriateness, provides guidance on the potential uses of telemedicine, and outlines the opportunities and limitations of the technology.
- Responsible for evaluation and research in the areas of equipment utilization, cost-benefit analysis, and clinical efficacy and outcomes.
- Participate in policy development at the local, state, and federal level.
- Collaborate with internal and external stakeholders to assure remote monitoring buy-in.
- Train patients in the use of the monitor.
- Collects data for process improvement activities.
- Assists remote monitoring team determine performance based on quality standards.
- Participate in data collection and formulation of action plans.
- Serves as a liaison between families, staff and administration/PCP.
- Assess and document patient response to remote monitoring interventions.
- Collaborate with all staff members to enhance positive patient outcomes.
- Communicate with physicians to prioritize remote monitoring patient care.

Qualifications

- Master's degree required.
- APN license and national certification as a NP required.
- 1+ year of NP experience.
- An acute care background or SNF, LTC experience preferred.
- Strong Computer Skills. Proficient with Windows applications.
- Excellent organizational, presentation communication skills and leadership skills.
- Ability to work effectively interdependently and independently.
- Ability to work on several complex issues at the same time.
- Ability to collect, analyze, and present data to various audience levels.
- Excellent customer service skills.

VICE PRESIDENT, CHIEF INFORMATION OFFICER

The Vice President, Chief Information Officer (VP/CIO) serves as the key executive for information services for the Health System. This position provides leadership, vision, and oversight for information systems and technology with a focus on service excellence with overall responsibility for direction, coordination, and management of all IS/IT business and clinical functions. The VP/CIO builds strong relationships, explains technology-based business decisions, and fosters consensus at all levels of the organization to ensure the achievement of objectives. The VP/CIO will most likely report to the Chief Operating Officer.

As an active and contributing member of senior management, the VP/CIO will serve as a strategic partner and demonstrate the ability to see the big picture in terms of consequences and scope when planning for the future and responding to problems implementing the changes necessary for the future growth and success of Health System. The VP/CIO promotes a positive organizational culture, is committed to quality services, and represents the organization in appropriate forums. She/he will remain current with new technologies, national and local issues affecting healthcare information technology and their potential influence on the institution. Particular emphasis will be placed on responsibility for understanding the impact of advanced information systems technology on patient care.

The VP/CIO will lead the organization through the optimization of the electronic medical record through the use of data and analytics across the Health System. The VP/CIO will evaluate information systems resources and structure and provide leadership focused on service, accountability, and delivery with a concentration on clinical decision-making and process integration.

Primary Responsibilities

- Provide leadership, support and direction for information systems through collaboration, education and relationship building.
- Function as a key member of the senior management team and as an advisor, a strategic partner, and leader to management and physicians on information technology matters.
- Interact with/present to the Board of Trustees and other key constituents.
- Develop and communicate the information systems strategic plan and vision to all levels of the organization.
- Ensure Information Systems/Information Technology strategies align with overall organizational mission and vision.
- Mentor, develop, and hire (as necessary) a strong information systems management team that is service oriented.
- Maximize staff performance and technical expertise through clearly defined objectives, training, skill development and performance evaluation.
- Build strong relationships with physician and hospital leadership to build trust, support and optimize customer satisfaction at all levels.

- Develop and communicate an information systems management, governance structure, and project statuses to all levels of the organization.
- Assure that the management structure supports the effective delivery of systems, provides excellent service and assures the integrity of the information resources infrastructure and applications.
- Lead the development of a methodology that balances requests for technologies and services with available resources, and prioritizes the projects and services to be provided.
- Develop standards and procedures for selection, implementation, integration and support of systems.
- Monitor the productivity of information systems resources and manage those resources in a cost-effective, flexible and timely manner.
- Enhance the utilization of the hospital information system and advanced clinical systems across the Health System.
- Develop and monitor annual information resources operating and capital budgets to ensure that areas of responsibility have the necessary funding to carry out established organizational goals and objectives.
- Oversee all information security policies and procedures to ensure regulatory compliance and appropriate levels of internal controls.
- Stay abreast of the latest developments, advances and trends in healthcare and information technology, and federal and state legislation to ensure optimal professional effectiveness and competence.

Qualifications

- Bachelor's degree required from an accredited college or university.
- Master's degree is strongly preferred.
- Experienced Information Technology Leader in a multi-site health system.
- A minimum of ten plus years as a successful IT leader at a values driven community hospital preferably in a competitive market or other complex healthcare organization.
- Demonstrated success and expertise in broad information technology healthcare leadership, including past successes with implementing Electronic Medical Records and Computerized Physician Order Entry systems, improving customer satisfaction, innovative advanced technology, fiscal performance, and clinical quality.

VICE PRESIDENT, IT OPERATIONS

The Vice President, IT (VPIT), Operations will be a key part of the senior IT leadership team. The position is considered a leader in the information technology department and will oversee creating and managing a reliable and secure IT infrastructure as well as effective, comprehensive IT support services, related technology strategies and operational standards.

This position will develop and articulate the operations and service management vision of the organization. The VPIT, Operations reports directly to the Senior Vice President, Chief Information Officer.

Primary Responsibilities

- Works with the CIO to strategize, manage, integrate, and coordinate the overall IT direction and strategy.
- Works collaboratively to influence decisions and outcomes and facilitates consensus.
- Builds and manages a comprehensive program management office supporting the entire IS organization.
- Ensures IS service delivery processes including maintenance, operational support, optimization, business continuity, and quality management / ITIL.
- Serves as the senior liaison between IS and other support departments such as Human Resources, Supply Chain, Finance, etc.
- Lead and support the IS Communication Plan including communication to the organization as a whole, as well as, internally to IS staff.
- Oversee the IS budgeting process including the operational and 5-7 year capital budget.
- Assist in establishing service level agreements and labor productivity targets.
- Collaborate with Human Resources to implement strategies to grow and develop the IS workforce, including new and emerging skills needed.

Qualifications

- Bachelor's degree from an accredited college or university is required, preferably in computer science or related field, master's degree preferred in computer science or related field.
- Master's degree is strongly preferred.
- Ten years of progressively responsible IT operations and service leadership related experience in a multi-site health system organization.
- Demonstrated success and expertise in broad information technology healthcare leadership, including improving customer satisfaction, evaluating innovative advanced technology, managing fiscal performance, and partnering with clinical and business stakeholders.