



Job Title: Senior Director of Technology Services
Department: IT Department
Reports To: SVP & CIO
FTE: Full-Time

About Healthix:

Healthix is part of a nationwide movement to improve our health care system through better access to information. Healthix is the largest public health information exchange (HIE) in the nation, bringing together over 600 healthcare organizations at more than 6,000 sites across New York City and Long Island. We provide secure access to clinical data of more than 16 million patients to improve quality of care, efficiency and effectiveness. Healthix delivers actionable patient data electronically 24/7 in real time, with patient consent, and consistent with regulations and policies established by NY State Department of Health. Healthix mission is to support healthcare providers and health plans to provide care management, improve clinical outcomes, promote efficiency and reduce healthcare costs.

Position Summary:

The Senior Director of Technology Services is responsible for 3 teams within the Information Technology Department; Application Development, Systems Engineers and Production Support. This role will oversee the technical configuration and development of our core systems including InterSystems' HealthShare and IBM's InfoSphere Master Data Management (MDM) as well as related software applications that support Healthix's Data Warehouse and Analytical Services. The Senior Director of Technology Services must understand and execute the strategic objectives of Healthix, the initiatives of Healthix participants and statewide requirements and regulations into a functional Health Information Exchange. He or she is expected to take ownership of the team's responsibilities and marshal the necessary resources to deliver timely and effective solutions.

Responsibilities include but are not limited to:

- Direct a team of Application Developers to maintain systems, develop technical interfaces (HL7 and IHE) with Healthix Participants and support the development of innovative projects requested of our Participants
- Manage the annual Technology Services budget, including: SaaS & IaaS resources, data services, systems hardware, maintenance plans, software licensing, dedicated hosting services, and capital technology projects
- Work with Manager of Production Support Team to support the team in providing the highest level of customer service, execute IT initiatives on time and under budget, introduce systems to support Healthix's mission, and maintain world-class uptime service levels on internal infrastructure systems
- Oversee the Manager of the System Engineers to ensure Healthix is providing a hardware and software platform capable of handling our growth, and at the same time, keeping our systems reliable and stable for our Participants

- Play a direct role in establishing a more formal Software Development Life Cycle (SDLC) process, including key activities such as documentation of our process and procedures as well as maturing our change controls
- Work closely with our Security Department on meeting and maintaining The Health Information Trust Alliance (HITRUST) and Minimum Acceptable Risk Standards for Exchanges (MARS-E) security requirements

Education and Experience

- Bachelor's degree in Computer Science or Information Systems Management or equivalent experience required
- At least ten (10) years' experience in information technology, preferably at a Healthcare organization
- Minimum five years' experience in applications software design and development, including at least two years' experience with healthcare integration and health information exchange. Experience with InterSystems HealthShare or Ensemble is strongly preferred, but not strictly necessary

Qualifications

- Excellent communication, project management, and teamwork skills are required, as is the ability to work independently and with great attention to detail
- Efficient when leading multiple cross-functional teams
- Ability to proactively drive projects and achieve institutional goals
- Experience with budgeting related to technology business operations, preferably in a not-for-profit environment
- Comforting in collaborating with staff at all levels, including senior leadership
- Strong understanding of networking protocols (TCP/IP, WINS, SNMP), network routing (DNS, DHCP), messaging services (MX, SIP) is desired
- Has worked with tracking system's such as Jira to leverage and facilitate work prioritizing and management

Application:

Interested individuals are invited to apply at careers@healthix.org