

Position Title: Health Informatics Director
Program: Administrative Offices
Program Location: Redmond, Oregon; requires occasional regional travel
Supervisor: Chief Operations Officer
Employment Status: Full Time Regular
FLSA Classification: Exempt (Salary)
Employees Supervised: Day-to-day operations of the IT needs
Salary/Wage: Competitive salary commensurate with education and experience

Position Summary: Install, configure, and maintain the organization's local area network (LAN), operating systems, and physical and virtual servers. Perform system monitoring and verify the integrity and availability of hardware, network. Additionally, verify completion of scheduled jobs, including system backups. Analyze network and server resources and control user access. Install and upgrade software and maintain software licenses. May assist in analysis, planning, and coordination between network and data communications hardware and software.

Essential Functions and Responsibilities:

This position will be charged with accomplishing the following:

1. Oversee the databases that manage the patient data generated by clinicians and support staff.
2. Develop data driven solutions that help improve authorized IT access and personal health information (PHI).
3. Analyze, design, evaluate, test, and maintain data health systems.
4. Champion and support training needs of new systems.
5. Implement processes to streamline reporting and workflows.
6. Stay current and knowledgeable on the latest healthcare systems, technologies, and applications.
7. Ensures regulatory compliance within all systems and applications used for the purpose of BestCare services and business.
8. Standardize the use, access, and appearance of system applications and software.
9. Provide solutions to meet the end user and operational/clinical needs of the organization.
10. Improve healthcare technology available to clients, patients, and staff.
11. Oversee the following inventory, issuing, and upkeep of noted technologies but not limited to:
 - a. Landline phone Systems, Cell phone
 - b. Printer, Fax Machine
 - c. Copy Machines
 - d. Security system
 - e. Laptop, desktop, and Support hardware
12. Implement, maintain, and enhance oversight of software, applications, and technical systems.
13. Ensure privacy and security of data and systems are compliant.
14. Guide and support training efforts for all staff.
15. Serve as main point of contact for contractors for IT support, telephones, and HER.
16. Responsible for cost efficient ordering of IT equipment, software and/or systems.
17. Track and maintaining inventory of IT equipment, ensuring timely replacement and updates.
18. Increase operational efficiency and decrease risk through technology modernization and automation.
19. Establish strategic relationships and strong partnerships with the business and external stakeholders.
20. Deliver digital technology platforms (Outlook, Microsoft, cloud services, etc.) to support business objectives and an emerging digital workplace.
21. Maintain strong adherence to all compliance and regulatory requirements.

22. Continue IT cost containment efforts throughout sourced services, cloud applications and new technologies.
23. Ensure reliable 24/7 operations by defining IT infrastructure as well as standards including disaster recovery, security, storage, servers, monitoring, performance, and back-off systems.
24. Direct and prioritize the workload of personnel, including FTEs, contractors, and other third parties as necessary.
25. Develop and maintain a help desk system for efficiency in overall business IT technical support operations.
26. Developing policies, procedures, and user agreements.

Education and Experience Minimum Requirements:

1. Associate in Computer Science or relevant technical discipline required.
2. Bachelor's degree in computer science or relevant technical discipline strongly preferred.
3. Five years' experience in functional area.
4. Minimum of Three years of Supervisory experience required.

Knowledge, Skills, and Abilities:

1. Knowledge and skill using computers and computer systems (including hardware and software).
2. Ability to communicating with Supervisors, Peers, or Subordinates. Providing information by telephone, in written form, e-mail, or in person.
3. Able to develop goals and plans to prioritize, organize, and accomplish work.
4. Able to keep up-to-date technically and apply new knowledge to your job.
5. Skill and ability to communicate with people outside the organization, representing the organization to customers, the public, and other external sources.
6. Able to communicate and build mutual trust, respect, and cooperation among team members.
7. Skills in handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
8. Skills and ability to schedule events, programs, and activities, as well as the work of others.
9. Ability to encourage members of a group to work together to accomplish tasks.
10. Able to assess and review information from materials, events, or the work environment, to detect or assess problems.
11. Familiarity with estimates, quantity, distance, and size; and or determining time, costs, resources, or materials needed to perform a work activity.
12. Able to communicate clearly, concisely, and effectively orally and in writing.
13. Able to work well with clients, co-workers, and community partners of diverse backgrounds.
14. Able to work independently and as a team member. Must have the ability to get along with co-workers.
15. Knowledge and experience demonstrating competence in the performance.
16. Ability to work independently and have the skills to be a team player.
17. Must have the ability to get along with co-workers.
18. Possess the ability to network with all resources to provide the best customer service.
19. Use good customer service skills with the clients or family members seeking help from our program.
20. Meet the standards laid out in the Oregon Administrative Rule (309-018-0125) for individuals recovering from the disease of alcoholism and/or from other drug addiction, have maintained continuous sobriety for the immediate past five years at the time of hire.

Tools and Equipment Used:

Must have competency in using a computer for word-processing, data base and internet usage. Must be able to operate usual office equipment such as computer, fax, telephone, and photocopy machine. Must have a current and valid driver's license.

Physical Demands:

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is

regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

To Apply:

Please complete an application using the link below along with a cover letter, resume, personal email address for communications and contact information for three supervisory references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](http://bestcaretreatment.org)