POSITION DESCRIPTION

Position Title	Information System Manager
Department	Information Systems
Reports To	Chief Financial Officer

Job Grade	J	Schedule: Full-Time
Effective Date	11/1/19	Benefitted

Position Summary

Primary responsibility for the day-to-day operations of Information Systems resources in a busy and growing health care center.   Responsible for developing technology infrastructure and strategizing the efficient use of system and network resources to optimize Yellowhawk's ability to maintain electronic-medical records, communicate with healthcare referral partners, perform medical coding and billing, ensure quality and regulation compliance, internal productivity, and efficiency of care. All duties and responsibilities will be performed in accordance with the Yellowhawk Mission and Vision statements, policies and relevant laws.

Essential Duties:

Assess organizational and technology infrastructure to provide input on current and future technology investments.

Defines and executes strategies to ensure security of programs and systems in accordance with regulatory compliance and federal agencies.

Provides leadership to the Information Systems staff in a positive environment.

Plan, prioritize, and execute changes to create standardization.

Responsible for system security and integrity. Performs appropriate system monitoring.

In addition to healthcare systems, supports business and financial systems.

Keeps informed of emerging technologies in the Healthcare Information industry that provide cost savings and technological advantages to the clinic. Evaluates technologies as appropriate and participates in the selection, implementation and ongoing support as needed.

Provides ongoing support to the end-users of the Resource Patient Management Systems (RPMS).

Works with Information System staff within Indian Health Service to maintain connectivity and integrity of the RPMS system.

Utilizes diagnostic skills to isolate and correct systems issues.

Maintain, troubleshoot, and upgrade Network Devices (bugs, routers, DSUs, printers, faxes, printer servers), and other devices to achieve maximum functionality.

Ensure proper and timely communication and resolution of systems issues.

Administer and support workstation and server hardware, server operating system software, application and office productivity software and network resources.

Other Duties:

Other duties as assigned.

Knowledge, Skills and Abilities:

Position involves access to confidential/sensitive information. Must have the ability to maintain the strictest confidentiality at all times.

Demonstrated ability to work independently as well as effective interpersonal, communication, and leadership skills.

Must be cost conscious with the ability to work within a budget and develop cost-saving measures.

Demonstrated ability to isolate problems from symptoms, determine alternative, recommend a solution, and effectively communicate these aspect to management and co-workers.

Must have a working knowledge of data circuits and other components of data communications.

Ability to deal effectively with all internal customers, management, vendor/business contacts while conveying a positive, service-oriented demeanor.

Proven experience troubleshooting technical issues, identifying root cause resulting in a methodical resolution.

Ability to understand technical information and translate it into terminology which corresponds to the end-user.

Ability to learn new technologies and apply them to current environments.

Professional level experience with Microsoft product (Windows 7, Windows 10, Windows Server 2012 R2, Server 2016 Data Center, Office 2016 and 2019).

Typical Physical Demands:

May require sitting for long periods of time. Requires hand-eye coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Requires normal range of hearing and vision. Must be able to move or lift 50 pounds.

Typical Working Conditions:

Most work is performed in a normal office environment.

Other Aspects of the Position:

Requires occasional weekend and/or evening work.

May require travel for training and meetings.

Minimum Qualifications:

Bachelor's degree in Management information Systems, Computer Science, or related field.

Minimum five years' experience in systems administration or information systems.

Must possess a valid driver's license and maintain insurance requirements to operate General Services Administration vehicles.

Must submit to and pass a reference and criminal background check.

Must submit to and pass a pre-employment drug and alcohol screening.

Preferred Qualifications:

Experience working in a compliance-focused environment (HIPPA, AAAHC, etc.).

Management experience.

Experience supporting healthcare applications such as those commonly found in hospitals or healthcare systems.

One or more of the following certifications preferred: Cicso Certified Network Associate (CCNA), CompTIA Network+, Microsoft Certified Systems Engineer (MCSE), Certified Information Systems Security Professional (CISSP), or CompTIA Security+.

Yellowhawk gives preference to applicants in the following order:

- CTUIR-enrolled Tribal members
- Other federally-recognized tribal members
- Military personnel who have been honorably discharged
- All other applicants

The success of the Yellowhawk Tribal Health Center delivery of health care services, business operations and reputation are built on the principles of our employees' fair and ethical conduct. Our reputation for integrity and excellence requires careful observance of the terms of the Centers contracts with funding agencies, the Personnel Policies and Procedures Manual, and the spirit of all applicable laws and regulations, as well as the adherence of the Yellowhawk employees to the highest standards that govern their professions, conduct, performance and personal integrity.

Approved by: Date

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I acknowledge that I have read and understand the duties and responsibilities of this position description.

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Signature   Date