

Job Title:	Manager of Information Technology - Infrastructure	Reports To:	Director of information Technology
Location:	Chicago	Travel Required:	
Level/Salary Range:	DOE	Position Type:	Exempt
HR Contact:	Claudria Hurt	Date Posted:	12/4/2018
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Applications Accepted By: Email: careers@alliancechicago.org or Fax: 312.274.0069 Subject Line: Manager of Information Technology - Infrastructure			

Job Description:
<p>Position Overview:</p> <p>The Manager of Information Technology will be responsible for the daily operations and management of the AllianceChicago IT infrastructure. This position will participate in informing the vision for technology infrastructure across the member organization, providing leadership, planning and management for its development, acquisition, implementation and support. This position will partner with management and key stakeholders to align the organization's information technology infrastructure with strategic direction and build the technology processes and procedures to support business needs. The Manager of Information Technology contributes significantly to the support and the success of the organization by providing the technical expertise and ability to determine, deliver and maintain appropriately functional and scalable technologies and platforms necessary to support the organization's growth and development.</p> <p>Essential Duties:</p> <p>Core duties and responsibilities include the following. Other duties may be assigned.</p> <ul style="list-style-type: none"> • Supports and encourages others to support the Mission, Core, Values and Goals of AOC as well as those of AOC partner organizations. • In conjunction with Senior Executives, defines the technology charter, directions and strategies of an organization. • Oversees the development and implementation of operational system(s), including defining the network architecture, assessing and mitigating security risks, and developing security and contingency plans, to ensure a 99.9% or greater system uptime. • Annually creates, refines, and implements an action plan for IT improvement projects to be completed by the June 30 fiscal year end. Achieves 100% of the performance measures mandated by the IT Improvement project. • Manages the deployment and configuration of systems utilizing strict change management processes and procedures. • Manages IT infrastructure, network, systems, telecommunications, operations, maintenance, desktop technology, and user support. • Designs and develops infrastructure, networks, and systems to accommodate growth and evolving business needs. • Plans, develops, and coordinates all technology infrastructure projects to ensure that project goals are achieved, interfacing with the customer to ensure that the IT needs of initiatives are met. • Implements technical standards and ensures adherence to them for product development and company operations. • Matrix manage IT support via outsourced service contracts and internal and external partner companies. Builds and manages a high performing internal technology team as required.

- Provides support for all Business units in the adoption of use of enterprise wide technologies and develop migration plans of technologies to support necessary future direction and acquisitions.
- Creates and maintains an attitude of continuous improvement in the IT department. Seeks innovative ways to apply technology to the organization's core activities and supporting management processes to improve productivity and quality while reducing cost.
- In conjunction with the Director of IT, develops an annual IT budget. Reviews all areas of expenditure for opportunities to reduce expenditures while maintaining required service levels.

Other Requirements:

- Hands-on experience with the following technologies:
 - Citrix XenApp and Citrix XenServer and NetScaler
 - Netapp
 - Cisco UCS
 - Cisco Networking (Nexus, ASA, access routers and switches)
- Knowledge of Healthcare and/or Community Health Center industry and practices preferred; Healthcare Information Systems, PC usage, Windows and Microsoft Office applications; and Technology strategy.
- Current knowledge of procedures and requirements affecting the organization and health care technology systems.
- Ability to manage multiple priorities.
- Strong communication and interpersonal skills and excellent Customer Service skills.
- Ability to write routine reports and correspondence and communicate effectively by email, telephone, videoconference or in person with groups of customers or employees of organizations having various degrees of technical sophistication.
- Ability to work with mathematical concepts, such as fractions, percentages, ratios, and proportions probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry and apply them to practical situations.
- Ability to read, analyze, and interpret common relevant scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Willingness to establish and maintain effective working relationships with others as a team.
- Ability to appropriately apply relevant mathematical, scientific and technical concepts, terminology and competencies to meet IT infrastructure needs.
- Exceptional planning, time management, problem solving and logical troubleshooting computer skills.
- Process-oriented with documentation and project management skills.
- Individual must show initiative and motivation and must demonstrate successful interpersonal relationship skills.
- Perform position responsibilities with minimal supervision.
- Relationship builder and team player.
- Willingness to establish and maintain effective working relationships with others as a team by offering support and/or ideas to enable staff to reach goals.
- Practices core competencies of a manager including:
 - Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
 - Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works ethically with integrity; Upholds organizational values.

Education/Training/Expertise:

- Graduate of an accredited college or university with a Bachelor of Science in an information technology field or at least 15 years of progressive technical education and certification achievement.

Experience/Years:

- Five or more years of IT management experience

- Previous experience in a Health Care organization, ideally non-profit, community health center, medical office or dental office setting is preferred.
- Work history sufficient to evidence:
 - Supervision and team building experience.
 - Demonstrated excellent interpersonal, conceptual, analytical, judgment and communication skills are critical.
 - Demonstrated management and developmental skills with the flexibility to deal with people at a variety of levels; internally – staff, board of managers, other senior executives, externally – auditors, service providers and students.
 - Effective contracts, negotiation and management.
 - Knowledge of organization development, change management, and technology trends (especially in the Healthcare sector).

Working Conditions:

- General office setting, extensive telephone and desk work at computer terminal
- May be required to lift, carry, bend, reach and stand with parcels up to 25 lbs.
- Will work in a close multidisciplinary team environment
- May interface with clients in various settings and may be working during on-site visits in clinical environments where medical equipment, chemicals and where communicable diseases and certain pathogens are present.

ORGANIZATIONAL OVERVIEW:

Founded by four partner Community Health Centers in 1997, AllianceChicago's three core areas of focus are Health Care Collaboration, Health Information Technology, and Health Research & Education. AllianceChicago supports the use of HIT to improve quality, efficiency, and access to services in a national network of community Safety Net health care organizations. The mission of AllianceChicago is to improve personal, community, and public health through innovative collaboration.

ADA Statement: The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

EEO Statement: AllianceChicago believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of non-discrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran status, marital status, physical or mental disability, or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists. AllianceChicago will comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as qualified.