

Job Title:	Director of Service Management	Reports To:	Sr. Director of IT
Location:	Chicago	Travel Required:	
Level/Salary Range:	DOE	Position Type:	Full Time
HR Contact:	Claudria Hurt	Date Posted:	09/21/2021
External Posting URL:			

Applications Accepted By:

Email: careers@alliancechicago.org or Fax: 312.274.0069

Subject Line: Director of Service Management

Job Description:

Position Summary: The Director of Service Management will provide expertise specific to support health centers as well as AllianceChicago operations. The leader will grow and mature the organization's service provider capabilities based on agreed upon business objectives. Primary responsibilities include:

- Directly manage Customer Service Support & Escalation with applicable AllianceChicago Teams as needed
- Support the Communication model between AllianceChicago and member organizations
- Support internal AllianceChicago HIT team communications: IT, Support Services, Practice Transformation, Informatics & Data.
- Coordinate testing of new content and other application changes
- Coordinate change management schedules with health centers including communications and approval processes
- Support the evaluation and implementation of new products
- Manage delivery processes and the supporting tools to ensure they are kept up to date along with business needs
- Measure and report service delivery outcomes both internally and externally
- Own the Information Technology Service Management implementation roadmap that delivers on the target objectives

Essential Duties:

- Lead the critical Service Management processes including Incident Management, Problem Management, Change Management, Service Request Management and end-to-end management of end-user tickets
- Manage and track Service Desk activities across AllianceChicago
- Coordinate change management communications of EHRS and 3rd Party functionality for upgrades, existing/new sites
- Coordinate corporate communications with health center staff
- Strategize with Health Center Leadership to advise around activities surrounding HCCN, CIN, and other healthcare related change activities.
- Provide guidance to health centers around HCCN related goals including how to best make operational and meet with changing healthcare requirements.
- Act as advisor for HIT products including guidance around current upgrade plans for athenaPractice and other hosted applications as well as assisting with overall guidance as we expand our services to athenaOne customers.
- Express the mission, vision, values, and culture of AllianceChicago and participate in other duties as assigned

Other Requirements:

- Solid understanding of ITIL / ITSM processes and experience in implementing these processes to meet organization objectives
- Hands on experience with the full lifecycle of the Service Desk function and Incident Management as a whole
- Experience in developing and managing performance metrics and SLAs to meet customer expectations and drive continuous improvement
- Experience leading an ITSM tool implementation and adoption a plus
- Ability to learn new technologies and concepts quickly
- Ability to multi-task and work on simultaneous projects
- Ability to prioritize workload as appropriate to ensure on-time project completion
- Knowledge of various application development methodologies, best practices, and support strategies
- Proficiency in Microsoft Office Professional products, including Visio and PowerPoint
- Excellent verbal/written communication, interpersonal, and customer service skills
- Prior experience using athenaPractice (formerly GE Centricity® Practice Solution) or other Electronic Medical Record
- Prior work experience in community healthcare organizations, HIT industry, and/or hospital/healthcare organizations

Education/Training/Expertise:

- ITIL Foundation certification (Advanced ITIL certification(s) a plus)
- Bachelor's degree (in Nursing, Public Health, and/or a health-related field a plus)
- Master's degree in Health Informatics, Health Administration, and/or a related field preferred

Experience/Years:

- 2-3 years of experience in direct management of Service Desk Operations
- 2-3 years of experience in EHR application development/support, HIT industry work, and/or a related field
- 5+ years of overall IT Service Management tool and process experience with leadership responsibilities

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.