

Humboldt IPA Job Description - Information Technology Assistant Director

This position supports the IT Director in the day-to-day operations of the department and the various IT and care improvement related projects of the IPA and NCHIIN. This position works closely with the IT Director and other staff members to ensure the operations of the IT department and other IT related projects are running smoothly. In addition, this position acts as a liaison to our customers as well as the community promoting the services and projects of the IT department and the organization.

Responsibilities:

Supports the IT Director with the following:

- Act for the IT Director in their absence
 - As Security Officer
 - Managing staff
 - Development of department policies and procedures
 - Communicating departmental policy, activity and service changes
 - Orient staff to new technology, software, procedures and roles
- Promotion of programs and products of the IPA/NCHIIN to practices and community and serve as a liaison for programs/products as needed
- Work with medical practices and other community partners to implement new models of health care delivery and/or software solutions, such as Act.MD
- Management of computer and telephone information technology that supports the IPA/NCHIIN operations
- Produces reports for IPA/NCHIIN in statistical compilation, reporting and programming for both internal purposes and agency export
- Assist in the review of requests for technology and make recommendations, as appropriate, on alternative system options. Evaluate technology and make recommendations to ensure compatibility and effectiveness
- Participate in staff meetings, quality meetings, project meetings and others as needed
- Work closely with IPA/NCHIIN management staff to develop realistic and effective change strategies, and work with multidisciplinary teams, both inside and outside of the IPA/NCHIIN, to deliver efficient, top quality medical care to the community
- Maintain knowledge of local IT and quality improvement initiatives as well as a general knowledge of state and federal initiatives
- Perform related duties and responsibilities as required

Qualification:

History of successful employment showing the capacity to meet the positions responsibilities with specific knowledge and/or experience with the following:

- Principles and practices of personal computers, telecommunications and information technology and the ability to communicate these principles to non-tech individuals
- Principles and practices of supervision, organization, administration and management
- State of the art developments in health care and health information technology
- HIPAA and Medical office workflow
- Microsoft Office and Windows operating systems, and database development and maintenance
- Ability to plan, organize, and direct the work of technical staff
- Ability to communicate technical information effectively, both orally and in writing

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- Ability to communicate with others and to assimilate and understand information, in a manner consistent with the essential job functions
- Ability to manage and prioritize multiple projects with specific required deadlines
- Self-motivated and able to work well both with others and independently
- Desire to improve quality and efficiency of health care
- Ability to work effectively with people of varying professional backgrounds
- Patient and flexible, able to handle complexity and ambiguity

This is a management position that reports to the IT Director