

JOB DESCRIPTION

TUALITY HEALTHCARE
Entity

INFORMATION AND BUSINESS TECHNOLOGY
Department

92009
Department Number

CHIEF INFORMATION OFFICER
Reports to

PLANNING AND DEVELOPMENT MANAGER
Job Name

920XX
Job Code Number

EXEMPT
Exempt/Non-Exempt

AUGUST 1, 2001
Date

Tuality Healthcare believes that each employee may make a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this job description is designed to outline primary duties expectations, qualifications and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors.

I. SUMMARY OF DUTIES:

Functions as a resource for all system services under management of IBT departments. Guides activities of Planning and Development team. Serves as technical advisor to the organization and CIO for the strategic use of information technology.

II. HIRING COMPETENCIES: are skills and experiences the applicant is expected to bring to the job.

- a) Education: Bachelor's degree in Computer Science or equivalent work experience.
- b) License: None required
- c) Five years experience programming and managing IBM AS/400 and/or iSeries computer systems.
- d) Two years experience managing computers in a health care environment.
- e) Two years experience managing people.
- f) Exhibit strong interpersonal skills.
- f) Demonstrates leadership ability and critical thinking skills.
- g) Understands confidentiality issues in a health care environment.
- h) Uses effective communication skills.
- i) Personal appearance makes a good first impression.
- j) Uses PC skills in communicating and analyzing data.
- k) Demonstrates effective communication skills-body language, filters, listening, paraphrasing, and questions

III. INITIAL COMPETENCIES:

Technical:

- a) Direct maintenance of all existing program products.
- b) Assists in analysis and problem determination to correct program malfunctions.
- c) Leads development of new application program products.
- d) Assists in analysis and design of new programs, subsystems or complete systems.
- e) Participates in writing necessary program code, testing, documentation and implementation of new applications.
- f) Monitors system capacity and performance. Responsibly manage system resources.
- g) Follows safety standards
- h) Completes all mandatory education and licensure requirements to meet state, JCAHO, and professional requirements.
- i) Maintains a safe environment for staff; reports potential safety hazards.
- j) Uses proper body mechanics for tasks performed.

PAGE TWO – SYSTEM SERVICES COORDINATOR

Critical Thinking:

- a) Plans for future needs in hardware and software.
- b) Collaborates with IBT Programming staff and Operations Team regarding current work issues, training, process improvement.
- c) Serves as mentor to Planning and Development team, assisting with setting priorities, managing expectations and processing annual performance evaluations.
- d) Adheres to Tuality Healthcare policies and procedures regarding federal, state and regulatory agency requirements or standards to ensure compliance.
- e) Uses problem solving processes and tools
- f) Communicates with customers on a regular basis, finding better ways to meet customer needs.
- g) Participates on various organization committees as necessary.
- h) Follows organizational and departmental policies and procedures.
- i) Looks for ways to improve customer service.
- j) Utilizes feedback from customers in decision-making
- k) Knows when to offer individuals and teams the ability to manage on their own.
- l) Involves others in decisions that might impact their jobs.
- m) Involves people in creating a picture of what can be accomplished together.
- n) Exhibits the ability to learn 'just in time' and shares findings with others.
- o) Makes decisions that focus on the customer and are best for the organization versus areas managed

Interpersonal Skills:

- a) Demonstrates behaviors consistent with Tuality Healthcare's customer service standards.
- b) Serves as liaison between customers and planning/development teams as necessary.
- c) Maintains open channels of communication with planning/development and Customer Support teams.
- d) Demonstrates behaviors consistent with THC's customer service standards.
- e) Demonstrates effective communication skills-body language, filters, listening, paraphrasing, and questions.
- f) Utilizes problem-solving techniques to resolve complaints or concerns.
- g) Shares corporate and department financial status with employees on a timely basis.
- h) Develops, assists, supports, and acknowledges others.
- i) Focuses on the situation, issue or behavior not the person.
- j) Gives regular performance feedback to employees
- k) Demonstrates knowledge of hiring and compensation process/policies.

D. PHYSICAL REQUIREMENTS:

1. Percentage of Time Spent:

- | | |
|-----------------------|-------------------------------|
| a. <u>5%</u> Standing | b. <u>90%</u> Sitting |
| c. <u>5%</u> Walking | d. <u>1%</u> Lifting/Carrying |

2. Physically Demanding Tasks: Occasional lifting of displays and printers - approximately 50-75 lbs.

E. WORKING ENVIRONMENT/PHYSICAL HAZARDS:

Pleasant office environment. Air-conditioned/humidified computer room. Continuous equipment noise.

F. PROFESSIONAL ATTIRE:

During regular work hours the dress code policy is:

For women: dresses, suits, skirts, dress slacks and blouses.

For men: Suits, blazer, collared shirt and tie.

G. EQUIPMENT USED:

IBM midrange systems equipment. Various personal computers, video displays and matrix printers.