Stanislaus County Health Services Agency

Information Technology Manager (Manager IV)

Apply by August 25, 2017

Oral examinations are tentatively scheduled for the week of September 11, 2017.

Stanislaus County invites qualified candidates experienced in information technology to serve as the Information Technology Manager for the Health Services Agency.

The Information Technology Manager for the Health Services Agency reports to the Chief Financial Officer and is responsible for the direct and indirect management, supervision and coordination of the Information Technology (IT) Department.

This leadership position is expected to oversee the Information Technology Department with vision and competence, focusing on staff career development and customer service. This individual will work directly with the IT Team and other Health Services Agency management to develop strategic directions for the division and will be expected to hold themselves accountable for achieving results.

Stanislaus County

Striving to be the Best

ABOUT THE COMMUNITY

Stanislaus County is located in Central California within 90 minutes of the San Francisco Bay Area, the Silicon Valley, Sacramento, the Sierra Nevada Mountains and California's Central Coast. With an estimated 538,388 people calling this area home, the community reflects a region rich in diversity with a strong sense of community. Two of California's major north-south transportation routes (Interstate 5 and Highway 99) intersect the area and the County has quickly become one of the dominant logistics center locations on the west coast.

The County is home to a vibrant arts community with the world-class Gallo Center for the Arts, a symphony orchestra, and abundant visual and performing arts. Stanislaus County is a global center for agribusiness, positioned by its mild Mediterranean climate, rich soils and progressive farming practices.

The area is recognized internationally for agricultural innovation with wine, almonds, poultry, milk, cattle, and walnuts being some of the featured industries. The County is also home to Stanislaus State University, Modesto Junior College and benefits from satellite locations of other high-quality educational institutions. The County was established in 1854 and has a total land area of 1,515 square miles. Temperatures range from an average low of 38 degrees Fahrenheit in the winter to an average high of 85 degrees in the summer. Temperatures move up into the 90s during the summer months with low humidity and cool evening breezes from the San Joaquin Delta.

ABOUT THE HEALTH SERVICES AGENCY

The Health Services Agency (HSA) serves as the local Public Health Department, and operates a network of outpatient medical programs and services. HSA includes medical offices in six locations throughout Stanislaus County, provides traditional public health services, health education programs and participates in the Valley Consortium for Medical Education (VCME), a California nonprofit public benefit corporation which trains resident physicians. HSA has approximately 500 full-time and 100 part-time employees, facilitates an active volunteer program, and hosts formal and informal internships.

HSA holds strongly to its vision of "Healthy People in a Healthy Stanislaus" by developing its services with the community, in ways that support the needs of the public.

This recruitment is being conducted to fill vacancies at the Health Services Agency in the Finance Department, part of the Administration Department, and to establish an eligible list to fill future full-time vacancies throughout Stanislaus County. While this is a continuous recruitment, we encourage you to apply immediately as this recruitment may close at any time.

ABOUT THE POSITION

The Health Services Agency is recruiting for a Manager IV position in its Information Technology Division. Under the general direction of the agency's Chief Financial Officer, the successful candidate will provide oversight and management of the daily operations of the IT Division. The position will report directly to the Chief Financial Officer of the Health Services Agency and will be responsible for providing highly complex support to upper level management. The IT Manager will also provide support impacting all areas of the HSA IT operations which includes the following major programs and/or departments: HSA Administration, Clinics and Ancillary, Public Health, Valley Consortium for Medical Education (VCME) as well as the County's Indigent Healthcare Program.

This management position may be a working manager at times; hence the chosen individual may be responsible for various tasks associated with the Agency's departments and/or programs as needed. As the Manager in the Information Technology Division, the individual will serve as an advisor for the agency's Executive Team, and will help evaluate and assist Information Technology issues.

Compensation and Benefits

$73,694.40 - $110,552.00 Annually

- Excellent retirement benefit (2% at approx. age 61 formula)
- Health Plan coverage for employee and dependents (health/dental/vision)
- County paid Deferred Compensation at 1.5% of base salary
- Two weeks annual vacation accrual upon entering County service
- 32 additional vacation hours annually
- 56 hours administrative/management leave per year (does not carry over)
- 96 hours of sick leave annually
- 10 paid holidays annually
- $900 annual Professional Development Reimbursement
- Term life insurance
- Disability protection

For a complete summary of all benefits, please visit our Human Resources webpage at http://www.stancounty.com/personnel and select "Employee Benefits" under "Related Links" on the right-hand side

TYPICAL TASKS

- Plan, organize, manage and coordinate the activities of technical projects or teams which may include IT partners and vendors;
- Provide leadership, direction, and guidance for development and operational activities of the project or team in compliance with the HSA's long and short range goals, business objectives, and strategic plans;
- Consult with clients and internal customers on projects; recommend solutions; advise on project feasibility; develop plans for design, coordination and implementation of project; develop cost estimates; assign and coordinate technical resources; prepare and schedule project activities; design and review technical specifications, software acquisition, modification, and development; equipment design and/or systems utilization; coordinate testing and implementation; manage project budget;
- Provide system design recommendations and advice to others involved in systems design; assign and review work of subordinate staff; develop, review, and ensure proper adherence to appropriate standards;
- Participate in recruiting, interviewing, selecting and evaluating staff; supervise assigned staff; establish work priorities, standards, and procedures; ensure team members receive proper training; monitor quality of work and work productivity; conduct performance reviews;
- Prepare project and/or baseline budgets; prepare and review requests for proposals; negotiate contracts and services with vendors; coordinate with County Counsel, Purchasing, and other departments;
- Research and monitor development of new technologies; recommend strategies for use of new technologies, products, systems, software, and other related applications; plan upgrades and replacement of existing systems; develop partnership opportunities with other departments, agencies, or governmental units;
- Manage assigned systems; monitor and track trouble reports; recommend and coordinate trouble shooting procedures; monitor system availability, performance management and capacity planning issues; assure timely, accurate and prompt turnaround of customer submitted work requests; monitor workload statistics in order to plan capacity and other upgrades;
- Design or oversee design and configuration of new and existing network and other systems to meet department's business needs; consult with County departments and other agencies on the plans, direction, design, implementation and maintenance of the County's information technology infrastructure;
- Provide consultation and expertise to other department staff, managers and to IT customers;
- Act as liaison; establish and maintain positive relationships with vendor representatives and IT customers;
- Schedule and assign work projects. Utilize latest techniques in programming languages and project control;
- Meet regularly with staff to provide direction and to ensure goals and objectives are being met;
- Ensure HSA is in compliance with security requirements of federal and state legislation and act as an advisor to internal staff regarding the Health Information Portability and Accountability Act (HIPAA);
- Creation and implementation of strategies to assure data security, business continuity and high reliability of technology resources including management of HSA's Data Security Program;
- Oversight of technology partners and vendors in their provision of services to HSA and HSAs clients;
- Responsible for leading, managing and growing the EMR team to ensure physician, providers, medical assistants, billing specialists and other staff are successful in using HSAs electronic medical record and practice management system efficiently and effectively and
- Lead the IT Asset Management Team to ensure the asset's full lifetime cycle value is achieved .

Education and Experience

- Graduation from an accredited four-year college or university with a degree in Information Technology or closely related field. (Progressively responsible experience in a related area may be substituted for the required education on a year-for-year basis): **AND**

- Four (4) years of experience in Information Technology or closely related field with increasingly responsible duties, one of which is at a supervisory level.

Desirable Qualifications

- At least one year of the above experience overseeing or supporting Centricity Practice Solutions (CPS) or other Healthcare operating system; **OR**

- Basic knowledge or implementation experience of EMR (Electronic Medical Record) systems or like system implementation; **OR**

- Experience working with statistics and performance measurement as it relates to the health care field; **OR**

- Experience working with data sources performing detailed data analysis; **OR**

- Experience as a department liaison, i.e. being able to not only understand complex technological concepts but be able to simplify and explain those concepts to various departmental supervisory staff; **OR**

- Basic knowledge of Outcome Measurement Management Practices or other leadership principles (e.g. Project Management).

SKILLS/ABILITIES

- Communicate effectively with departmental content experts, technical staff and the leadership team;
- Increase business efficiency through IT enabled process improvement;
- Apply sound administrative judgment to analyze and solve simple through complex administrative, budgetary, recruitment and/or organizational problems;
- Develop and mentor staff and their business skills within IT;
- Prepare and present basic through comprehensive reports, spreadsheets, statistical data and recommendations;
- Interpret rules and regulations;
- Facilitate and develop project teams and identify and implement plans to improve customer satisfaction;

KNOWLEDGE

- The core principles of the County and the Department, administration and management and the ability to increase this knowledge as needed;
- Techniques of administration, recruitment, classification, and budgetary analysis;
- Proficiency in multiple technological disciplines, such as but not limited to: networking, business intelligence, server visualization, electronic data interfaces, VoIP and database management;
- Meaningful Use criteria including, but not limited to Health Information Exchange, etc.
- Statistical methods used for management analysis;
- Various software development tools such as: Magic, Visual Basic, HTML, SQL, Active X, etc. for Internet/Intranet applications;
- Emerging technologies, including internet-enabled (e-government) service delivery applications;
- General knowledge of data processing systems, applications and operations, telecommunications systems, application operations, Local Area network and Wide Area network systems, and information technology contract administration;
- Information Technology best practices;
- Project management methodologies;
- Dynamics of staff and line personnel relationships;
- Write clearly, succinctly and effectively so that all readers can understand technological references and computer-related verbiage;
- Exceptional knowledge of Microsoft Excel, Access, Word, Project, PowerPoint, and/or Internet Explorer.

GENERAL QUALIFICATIONS

- Pass County paid pre-employment drug screening and job related background investigation; **AND**
- Perform job duties in a manner assuring a safe working environment for oneself and others; **AND**
- Maintain confidential information according to legal standards and/or County regulations as required.

CONVICTION/CRIMINAL HISTORY INFORMATION QUESTIONNAIRE

Once it is determined that you meet the minimum qualifications for this position, you will receive an email informing you to complete a conviction questionnaire (you may be asked to complete this process for each application submitted). You will have five (5) working days from the date on the email to follow the detailed instructions and complete the questionnaire. A completed conviction questionnaire is required to   continue in the recruitment process.

CLASSIFICATION INFORMATION

Unless otherwise provided, this position is part of the Unclassified Service of the County and considered "at will" for labor relations purposes.

Incumbents are also subject to overtime, standby, callback, weekend, holiday and shift assignments. The individual selected will participate in the Stanislaus County Pay-for-Performance program, as well as receive additional benefits.

EQUAL EMPLOYMENT OPPORTUNITY

The County of Stanislaus is an Equal Opportunity Employer. All qualified applicants are encouraged to submit online application(s) for open position(s).

Stanislaus County is committed to establishing and maintaining effective working relationships with the general public, co-workers, supervisors, and members of diverse cultural and linguistic backgrounds regardless of race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, pregnancy related condition, marital status, gender/sex, sexual orientation, gender identity, gender expression, age (over 40), political affiliation or belief, or military or veteran status.

APPLICATION PROCEDURES/FINAL FILING DATE

Applications cannot be submitted later than 5:00 p.m. on the final filing date. Make your online application as complete as possible so a full and realistic appraisal may be made of your qualifications.

Resumes will not be accepted in lieu of a complete application.

Attaching your resume and cover letter are an optional feature for those who wish to do so in addition to completing the required application. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

RECRUITMENT ACCOMMODATIONS

Arrangements may be made to accommodate disabilities and religious convictions. Applicants requiring testing accommodations are required to complete and submit the Testing Accommodation Request Form prior to the test administration date. Special arrangements for religious convictions should be included in the "Additional Information" section of the application form.

http://www.stancounty.com/personnel/pdf/ADATestingForm.pdf

APPLICATION AND/OREXAMINATION APPEAL RIGHTS

Application and/or examination results may be appealed by applicants presenting facts alleging irregularity, fraud and/or error in application screening or in exam scoring. Appeals must be in writing and submitted to the Chief Executive Officer within seven (7) days after the examination results are mailed.

DISCLAIMER

Stanislaus County reserves the right to revise the examination plan described in this bulletin to better meet the needs of County service. The provisions of this bulletin do not constitute an express of implied contract. Any provisions contained in this bulletin may be modified or revoked without notice. The information contained in the bulletin is informational, which sets forth a general summary of benefits for this respective position. This information is not legally binding. The benefits and any other information regarding this position may be found in the Stanislaus County Code, the Stanislaus County Personnel Policies manual, or in the applicable Memorandum and Understandings, and such information prevails over information contained in this bulletin. Questions regarding this bulletin may be directed to the Stanislaus County Chief Executive Office/Human Resources.

The Job Task Analysis provides information detailing the physical and functional demands of the classification. For the complete job task analysis, visit the Risk Management website at http://www.stancounty.com/riskmgmt/ under "Disability Management."