

Connecticut Hospital Association - ChimeNet
JOB DESCRIPTION

JOB TITLE: Manager, Technology Infrastructure

Reports to the Senior Director, Technology and Operations

JOB SUMMARY:

Managing a team of three IT professionals, position is responsible for all technology infrastructure including data centers, servers, desktop and enterprise applications, help desk, telephony, PCs, and mobile devices. Ensures the operational effectiveness and quality of enterprise IT services, and works with business managers on projects, operational decisions, change management, and problem resolution. Must also have experience managing individual projects and third party vendor relationships.

Requires experience working in a mission critical environment where uptime is crucial to the survivability of the company. Flexibility and a “do whatever it takes” mentality are ideal and necessary to support internal users and customers. Experience in financial and/or healthcare environments are beneficial.

This is a leadership position that contributes to the overall strategic vision and integrates a broad range of ideas regarding IT implementation and support on critical systems.

JOB DUTIES:

- Responsible for the day-to-day helpdesk support, design, planning and management of the Enterprise environment and team. 24X7 management of our 3 data centers, including on call responsibilities.
- Responsible for all technologies and skills related to managing and maintaining a large installed base of computers and an environment of 60+ servers for a highly mobile, 24x7 workforce.
- Provide technical assistance and consulting to users, oversee the deployment of new servers and clients, monitor and troubleshoot the environment for problems, and develop tools for managing the system.
- Oversee Microsoft Dynamics Customer Relationship Management (CRM) system; troubleshoot and resolve issues and support new development.
- Implement and oversee cloud storage and computing solution for member hospitals.
- Implement and manage next generation technologies as needed such as proactive intrusion detection and prevention, enhanced wireless networking, and mobile device management.
- Manage enhancements and maintenance for audio-visual systems for conference rooms.
- Ensure internal HIPAA compliance with technology and data. Provide staff training as needed.

JOB REQUIREMENTS:

Required Technical Knowledge

1. Bachelor’s Degree plus 8-10 Years’ Experience in Windows, Exchange, and MS Office environments
2. Experience with
 - a. Dell PowerEdge servers and storage area networks
 - b. Active Directory Group Policy Administration
 - c. Managing back-up solutions
 - d. Windows Security Patching in a 60+ Server environment
 - e. Storage Area Networks and encrypted storage
 - f. Support and administration of VOIP solutions and cell phones
3. Experience maintaining servers that provide standard services such as DNS, Active Directory, DHCP, and FTP

4. Experience managing help desk and technical support personnel providing 1st and 2nd level assistance to customers
5. Experience developing and maintaining a centralized database solution that tracks and reports on, and is integrated with, all aspects of company's customers, workflows, and processes.
6. Experience with HIPAA security and NIST Cybersecurity Framework
7. Strong knowledge of Windows security, disaster recovery, and high availability technologies
8. Experience in data center management

Preferred Technical Knowledge:

1. Understanding of SQL database management
2. Microsoft Dynamics CRM
3. Cisco core infrastructure and Hyperflex cloud solution
4. VMWare and Linux experience

Business Knowledge

1. Flexibility, ability to change priorities quickly, and capacity to handle multiple tasks. Rotational on call is required.
2. Demonstrated planning and organizational skills. Solid documentation skills and attention to detail are essential.
3. Demonstrated customer service orientation, and the ability to understand the political landscape within client/partner organizations.
4. Requires strong verbal and written communications skills, including the ability to convey technical information to non-technical users. Ability to make persuasive recommendations and formally present or report information to management.
5. Effective interpersonal skills with the ability to work across interfunctional departments and resolve conflict when necessary.
6. Excellent analytical skills are needed to weigh various technical solutions against the original business needs and choose the most cost-effective solution.

EOE

JJB/TC/GEN/ALP – September 2017