

Connecticut Hospital Association

JOB DESCRIPTION

JOB TITLE: Senior Director, Technology and Operations

REPORTING TO: CFO and Vice President, Business Planning

JOB SUMMARY

The Connecticut Hospital Association seeks a Senior Director, Technology and Operations. This is a mission critical, high profile role in the association and will require a strategic and seasoned leader responsible for directing the implementation of advanced technologies to achieve growth expectations in the ChimeNet business. This experienced IT executive will assess and plan for CHA's current and future business and network needs; oversee large-scale staging, deployment, configuration, and integration of products and services, and lead the strategic development and presentation of the complete IT lifecycle of products and services to stakeholders.

The position requires the ability to manage and lead the engineering, technology, and operations teams and serve as the technical subject matter expert. The Senior Director will direct those involved in the development, design, implementation, testing, and maintenance of ChimeNet solutions based on client's business and technology needs, and ensure we are delivering solutions that provide client/partner satisfaction, meet business requirements, and conform to industry best practices. The Senior Director will direct the planning and implementation of long term strategic solutions as part of the CHA Strategic and Business Plans.

EDUCATION REQUIREMENTS

The ideal candidate will have an advanced degree of professional or technical learning, customarily acquired through formal instruction and in a related IT discipline. Master's or an MBA highly preferred plus 8-10+ years of experience managing a cross-functional team and ability to understand the political landscape within client/partner organizations.

POSITION RESPONSIBILITIES

- Provide technical leadership and direction, review architecture and design and recommend change and improvement where needed. Work with IT professionals to implement solutions; ensure technical standards and architecture designs are followed.
- Establish and implement "best-practice" design/implementation standards as well as departmental policies and procedures. Develop conceptual architecture, flowcharts, and diagrams to illustrate sequence of steps and describe logical operations. Analyze, recommend, and evaluate new hardware, software, and products.
- Manage and prioritize team's workload to meet specified due dates. Set, monitor, and coordinate goals for the network engineers, IT, and operations teams that are aligned with business and department objectives.
- Mentor team members with latest trends and best practices in network technologies.
- Provide regular status reports, escalate issues with delivery dates, cost, or deliverables at risk.

- Engage with customers to resolve connectivity or performance issues at individual customer sites. Work with engineers to modify design based on obstacles encountered in implementation.
- Ensure project deliverables match client expectations by proactively communicating with client/project engineer. Engage project beneficiaries, including users, client management, and others, to incorporate rapidly changing requirements. Participate in client interactions to ensure customer satisfaction.
- Work with sales team as necessary as pre-sales technical resource with existing and potential clients. Facilitate strong client/partner relationships; identify and position opportunities outside scope of current engagements.

SKILLS REQUIREMENT

- Familiarity with telecom carrier technology and services, CLEC ordering and support processes
- Data Center Operations experience
- High level Cisco certification such as CCIE preferred
- Service provider experience required; Hospital/healthcare experience a plus
- Working knowledge of a broad range of IT infrastructure technologies
- Extensive experience and judgment to plan and accomplish goals. A wide degree of critical thinking, creativity and latitude is expected.
- Ability to work effectively across interfunctional lines, demonstrated verbal, written communications skills, ability to resolve conflict, and effective interpersonal skills.
- Effective leader with a strong work ethic and desire to educate and develop talent within the team.
- Strong installation, troubleshooting, project management, analytical thinking, and organizational skills.
- Flexibility, ability to change priorities quickly, and capacity to handle multiple tasks.
- Demonstrated customer service orientation.

EOE

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