HERMITAGE MEDICAL CLINIC

A Community Hospital for our Patients' Needs

JOB Description

TITLE: Chief Technology Officer

REPORTING TO: Chief Information Officer

ROLE SUMMARY:

Responsible for consistent operation and ongoing development of all hospital systems including LAN, WAN, SAN, application support, servers and telecoms infrastructure. This manager provides technical guidance, training and advice along with advanced technical support to the ICT support team.

QUALIFICATIONS AND ESSENTIAL SKILLS:

- Degree in Information Technology or related discipline
- 3-7 years developing and supporting ICT infrastructure
- Minimum 4 years experience with desktop virtualization (thin/zero clients)
- Minimum 3 years with virtual server environments
- Migration of active directory and exchange environments
- Strong negotiation and interpersonal skills
- Strategic thinking and commercial awareness
- Achievement / delivery focused
- People management and people development skills
- Ability to guide, persuade and influence others through developed skills of communication and diplomacy
- Respond well to change and maintain flexibility while keeping focus on objectives
- An excellent communicator who has the ability to communicate Infrastructure concepts to technical and non- technical audiences
- Proven track record in driving sustainable improvements or transformation
- Self-motivating with strong drive
- Actively manage technology risks that may impact the business
- A clear understanding of IT and concepts.

KEY RESPONSIBILITIES & ACCOUNTABILITIES:

- Perform and direct routine systems analyses of installed systems and networks to assess performance and determine growth needs as necessary
- Proven track record in virtual environment upgrades, governance and migrations
- Develop and manage network management controls and ensure that corrective action is taken as necessary
- Oversee the creation and maintenance of documentation of existing infrastructure management procedures and operating methods
- Develop the ICT Security Policies and Procedures and complete ongoing audit of compliance including INAB, ISO and JCI
- Assist the ICT applications team with applications architecture development initiatives
- Management and administration of virtual environment
- Firewall maintenance and upgrades
- SAN Management
- Will be part of the ICT on call team
- Audio visual experience
- Troubleshoot and resolve network and telecoms problems
- Optimise service and network performance to maximise network availability
- Continue professional and educational advancement by attending and actively participating in appropriate training sessions provided by ICT vendors ensuring attendees are made fully aware of the systems functionality, use and related regulatory requirements including but not limited to JCI, Freedom of Information and Data Protection
- Overview of data backup and restores on all systems
- Initiate cost savings and operational improvement by optimising the use of installed systems.
- Administrate the Meditech EHR system
- Participation in the ICT On Call service

Technical experience:

- Network Enterasys Local Area Network (C Series and N Series)
- IAS Radius Security Policy Management
- Management of 802.1Q Dynamic VLAN assignment
- Management and Administration of Access Control Lists across all routing environments
- Network Security, intrusion detection and prevention
- Inter VLAN routing and Policy Access Control, port based VLAN assignment & Trunk Routing

- Juniper SSG520 / Palo Alto Firewall Management to include VPN build and policy management
- Juniper SA2000 SSL VPN Gateway management to include Profile and Access management
- Enterasys site wide WLAN (70 Access Points)
- EMC CX500 SAN and Brocade SAN Fabric, Soft and Hard Zone management
- RSA VPN Management
- Thin clients
- Hospital system and application support
- Wintel Physical and VMware Virtual Server environment
- ESXi 5.1 environment, FT, VMotion, HA, SRM and Datastore Management.
- Bridgehead SAN Backup Software and Symantec Backup Exec 12.5
- Microsoft server 2003,2008, 2012
- Microsoft Exchange 2003, 2010 and 2013
- Microsoft SQL server 2008
- Microsoft IAS Server
- Management of local systems and application.

Note: *This job description indicates the main functions and responsibilities of the post and is subject to review and amendment in light of changing circumstances and may include other duties and responsibilities as may be determined from time to time by the Chief Information Office.*

PERSON SPECIFICATION TEMPLATE

Factors	Essential	Desirable
Qualifications	• Degree in Information Technology or related discipline	• PRINCE2 and ITIL Certification
Experience	• 3-7 years developing and supporting ICT infrastructure • Minimum 4 years experience with desktop virtualization (thin/zero clients) • Minimum 3 years with virtual server environments • Network support and management • Microsoft server administration and management • System management	• HL7 Interface programming (Iguana /Chameleon) • MCSE • CCNA, CCNP, ECS,ECE, ECA • Meditech v5 EPR • Siemens HiPath VOIP