FAMILY HEALTH CENTER

JOB DESCRIPTION: INFORMATION SYSTEMS MANAGER

REPORTS TO: Chief Financial Officer
ALONG WITH: Business Operations Manager and Staff Accountant(s)

GENERAL DESCRIPTION:

Manages the Center's information systems, including computer and data processing, telephony and communications systems, Internet and other data transfer systems, data security, and data backup and storage systems. Maintains or coordinates the clinic's information management system including computer hardware and software, LAN, WAN, internet gateway, telephone, transcription and other communications systems. Maintains proper security of all data, securing systems from unauthorized internal or external access. Provides or coordinates all data systems hardware and software maintenance, repairs and upgrades, including fax machines, photo copiers, printers, telephones. Maintains a working knowledge of all information systems software and provides support and training to Center staff. Analyses system needs and recommends hardware and software upgrades to the CFO and participates in developing RFP's. Assists the CFO with physical facilities management.

MINIMUM QUALIFICATIONS:

- College degree in related field preferred; minimum high school graduate with technical or advanced experience and coursework a must.
- Minimum of two years current experience in information systems (I/S) and telephony management, including an in-depth knowledge of Personal Computer networking, LAN, WAN and Citrix operation; working knowledge of network administration, word processing, spread sheet, data base, medical and dental office software, internet, e-mail and operating systems.
- Working knowledge of telephone system operations, routers and communication lines.
- Demonstrated well-developed written and oral communication skills.
- Demonstrated ability to provide training and support to I/S users.
- Ability to assess information system needs, to generate system development plan, and to recommend selection of appropriate hardware and software.
- Ability to manage multiple tasks and provide emergency support.
- Knowledge of and ability to interpret and comply with applicable regulations.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Ability to use tact and sensitivity to timing in personal transactions.
- Previous experience in operation of office machinery: Personal Computer, copier, FAX, postage machine, printers, phone switchboards and other auxiliary computer equipment.
- Adequate vision. Ability to reach, stoop, walk, and lift 25 pounds.

JOB RESPONSIBILITIES:

- Designs, specifies, configures, installs and maintains LAN, WAN and Citrix hardware, software and telecommunications systems to assure timely, secure and reliable processing of data as required by Center operations.
  - Maintains network file servers, PC workstations, printers, routers, switches, modems, cabling and Internet communications devices to assure timely, secure and reliable access to Center data as required by all locations and all authorized users.
  - Maintains and upgrades network and application software as needed.
  - Develops and implements policies and procedures related to network hardware and

software acquisition, use, support, security, and backup.
  - Establishes and maintains network users, user environments, directories, and security.
  - Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software applications.
  - Trains users on software and equipment usage.
  - Responsible for the daily maintenance, testing, and safeguarding of network and other PC data file backup media and proper storage.
  - Develops and communicates standards for use, operations, and security of network, personal computers, and data.
  - Communicates with other departments to report and resolve hardware, software and operations problems.
  - Consults with other department managers to develop system solutions consistent with organizational strategies and objectives.
- Responsible for installation, maintenance and staff training of telephone, e-mail, transcription and voice mail systems.
  - Provides in-house administration of the telephone system, coordinating maintenance and support with outside vendors as needed.
  - Establishes and maintains extensions and users, including adds, moves and deletes, user system software.
  - Maintains or coordinates maintenance of system hardware.
  - Establishes and coordinates external communications systems, including telephone and cable lines.
  - Provides training and support to users as needed.
- Responsible for ongoing repair and maintenance off all data processing equipment, including photo copiers, fax machines, scanners, and postage meters.
- Responsible for the secure maintenance and timely retrieval of all stored data, including electronic, paper or other media.
- Develops and produces computer based reports to support administrative and clinical decision-making and external/internal reporting. Develop and maintain data bases as requested.
- Assists the CFO with the management of physical facilities, including the coordination of new sites, renovations, utilities, and maintenance.
- Assists Chief Financial Officer with development of information system plans, recommendation for selection of hardware and software applications, and maintenance of system, researching and evaluating new technologies and assisting with contract negotiations.
- Other duties as assigned.

JOB ACCOUNTABILITIES:

- Maintain the clinic's information systems to provide maximum reliability and processing speed, while safeguarding data and providing access to data according to approved user profiles.
- Maintain Internet and e-mail access 24 hours a day, 7 days a week, based on provider availability.
- Maintain telephone and voice-mail systems to provide efficient internal and external communications.
- Maintains working knowledge of application software to provide timely and comprehensive support to system users.
- Provide coordination of facilities issues as requested.
- Provide reports on available data in data files as requested.
- Perform other duties as assigned.

Job Description
Information Systems Manager

_____	_____	_____
Employee (Print Name)	Signature	Date
_____	_____	_____
Manager/Supervisor (Print Name)	Signature	Date

Management Approval Of Job Description: By _____ Date _____