

Director of Technical Services Job Description

OVERVIEW

The Director, Technical Services is responsible for the management of:

- Silvertectures Communication Campaign Content Product development
- The technology elements of Silvertectures Communication Campaign implementation services
- The development and maintenance of Silvertecture Reusable Services Platform.

Silverlink Silvertectures Communication Campaign Content Product is an enterprise evidence based consumer engagement content product offering. Silvertectures content product offering consist of technology driven consumer engagement campaigns that can leverage IVR, Mail, Email, SMS, Fax, Live Agent, and Web communication channels that run on Silverlink's Acumen communication management platform.

Silvertectures Communication Campaign Content Product development requires the management of Silvertectures development and implementation staff to effectively collaborate with our Analytics Team, and our Solution Architects Team to architect, design, builds and test Silvertectures content products and technology offerings.

Silvertectures Reusable Communication Services Platform requires the Director to provide leadership as a technical architect during designs and implementation, and maintenance of reusable communication services platforms capable of population targeting, population communication segmenting as well as the creation and maintenance of Silvertectures standard Web services and batch integration layer.

Silvertecture Communication Campaign Implementation Services will require the hands-on management of Professional Services Operations staff that is responsible for:

- Professional services operations staff that is responsible for design, build and test of our configurable portions of the delivery process,
- Audio staff that is responsible for design and audio production of the audio portions of our delivery process
- Integration team that is responsible for building/testing data integrations portions of our delivery

The Director will be responsible for providing engagement estimates, planning and day to day management of PS Ops, Audio, and integration teams and the various tasks/projects that they are assigned according to estimates and plans.

The Director will be capable of fulfilling the responsibilities of the integration engineer, such as developing and maintaining custom and standard ETL interfaces for the purpose of exchanging critical healthcare data between Silverlink and client systems as well as responsibility for mentoring and reviewing the work of the other Integration Engineers.

This position will work closely with the Engineering and Production Management groups as products and services are continually enhanced to meet the ever-changing needs of the healthcare industry.

In this role, the Director will also have the responsibility of developing and maintaining configuration

specifications and working directly with client technical resources to ensure the enforcement of standards and the execution of those requirements.

RESPONSIBILITIES

- Coordinate technology resources to support client implementations. This requires the Director to identify which technology resources are needed, work with the other leadership to allocate those resources to the project, and maintain ongoing tracking of resource availability.
- Provide a single point of contact for the business through which technology services are managed. This includes infrastructure setup, system configuration, data integration, defects and fixes, and technology support.
- Recommends hiring of new employees, salary actions, terminations, and performance ratings.
- Performs annual performance evaluations and sets goals and objectives for the team Maintain and drive the standards across all implementations.
- Review sales pipeline and plan team capacity.
- Acts as an advisor to staff members to meet schedules and/or assist with technical issues.
- Act as an escalation point for all critical issues arising across clients related to integration and campaign builds.
- Works with clients and Implementation Managers to design and estimate custom reports based on client requirements.
- Communicate and coordinate work activities with management and Professional Services Implementation Managers to ensure delivery of planned projects that meet Implementation team requirements and that are delivered on-time and on-budget.
- Evaluates existing components or systems to determine integration requirements and to ensure final solutions meet client organizational needs.
- Uses all documentation and diagnostic tools/techniques available to determine the problem or rule out possibilities; exhibits good problem solving skills.
- Identify, plan and drive improvements to the Integration tools suite.
- Evaluate new tools/applications/technologies for Integration.
- Work with Engineering and Product Management to identify improvements or new features to the core product based on client needs.
- Must be able to relate technical issues and requirements to business issues and vice versa and be able to communicate these to non-technical associates and customers.
- Report to and communicate with senior executives.
- Provides pre-sales support like defining high level solution design and estimates for any custom integration or application development.

- Works with Operations and IT to evaluate and maintain production hardware and software used by Integration.

REQUIRED SKILLS:

- Strong Java and SQL skills are a must, preferably with MS SQL Server. At least 7 years for both.
- Minimum 4 years' experience managing technical integration/implementation teams.
- Minimum of 5 years' experience with software architecture and database design.
- 5 years as the Leader of Systems Integration Teams, with direct accountability for the design, development, testing, enhancement, documentation, and ongoing support of software applications, databases, and system interfaces to support business and transaction systems and processes in a complex multi-vendor multi-platform environment.
- Ability to participate in architecture and design reviews and provide leadership in the areas of lifecycle, supportability, monitoring, care & feeding, and service restoration.
- Strong project management skills, particularly focused on managing schedules, scope and cost trade-offs of projects.
- Composure and ability to lead with confidence and calmness when faced with competing high-priority projects and difficult trade-off decisions.
- Ability to interact with and influence others, regardless of their position or functional area.
- Strong communication skills. Fluency in technology in business operations, and the ability to negotiate communications between technology and internal and external clients.
- Ability to lead, motivate, and direct teams, including cross functional groups.
- Natural drive to deliver results on-time, and with high quality.
- Demonstrates values of excellence, innovation and integrity.
- Critical thinking, persuasion/negotiation, conflict resolution, mentoring and staff development, leadership/management, problem solving, and human resource policies and procedures relating to management responsibilities.
- Interpersonal skills in order to work with both technical and non-technical personnel at various levels in the organization.
- Experience in all phases of the software development life cycle including: Requirements gathering, Design, Development, Unit testing, Performance testing and Integration testing.
- Experience in working with small dynamic software engineering teams.
- Minimum 2 years' experience with XML, HTML.
- Experience developing ETL products is a plus.

- Familiarity with data transfer methods (e.g. FTP, SFTP, FTPS) and Encryption methods (e.g. PGP, GPG. ASC) is a big plus.
- Strong knowledge of JavaScript.
- Experience with web services and messaging architecture.
- Experience with HL7 and 5010 health data standards.
- Skilled in the use of MS Office, MS Project, MS Visio.
- 4-year degree in computer science or related field. Master's degree preferred.