Job Description

Job Title: Director, Information Technology   **FLSA Status:** Exempt
Reports To: Chief Executive Officer

Position Summary

The Director of Information Technology (IT) oversees the IT department at AHCT. This role is responsible for the overall IT strategy and planning, organizing, and execution of all technology functions. S/he defines future IT vision and building roadmaps, directing all technology operations to meet customer requirements, as well as the support and maintenance of existing applications and IT systems, and development of new technical solutions. This role is a key influencer in the strategic direction, growth, and development of the company through identifying and implementing new software and hardware solutions to keep the company moving along the path of innovation. The Director of IT manages IT staff and reports to the Chief Executive Officer.

Essential Duties and Responsibilities

- Provides the organization the technology infrastructure to effectively support its strategic goals
- Works with the CEO strategies on strategic technology planning and setting and executing on technology objectives
- Ensures that information systems provide tools to satisfy external rules and regulations.
- Leads project, change, and communication initiatives concerning technology
- Analyzes complex business needs presented by executive team members and determines best technical solutions
- Ensures the consistency and maintainability of existing applications by creating, maintaining, and enforcing standards/procedures for implementing technical solutions
- Manages vendor relationships to balance results with costs, keep outside development on schedule and on-budget, and ensure vendors' tools are working to specifications.
- Envisions, plans, develops and maintains software solutions to support the company business objectives
- Coaches staff and provide them skill enhancement opportunities that meet the organization's requirements for effective career development and succession planning
- Manages software projects through the entire software development lifecycle, including requirements analysis, documentation, development, testing and support
- Enhances and manages key software development processes such as release management, source control, coding standards, code reviews and continuous testing
- Senior Subject Matter Expert for applications supporting end users
- Oversight of the internal network, e-mail, internet and servers
- Works collaboratively with product design and management personnel to design and operationalize new services
- Develops robust integration solutions that connect various software, platforms and services
- Approves all technical requirements prior to the technical solution
- Participates on all hardware and software evaluations and maintains vendor contracts.

- Works with the Executive Steering Committee made up of State CIO, and State Agency Commissioners, and Deputy Commissioner on the alignment of shared services for the state of CT
- Participates in the board meetings
- Oversees / maintains / governance code configuration management aligning with ACA guidelines
- Builds and maintains relationships with state agencies and officers
- Technical lead and point of contact for all federal agencies
- Serves on multi-state CMS committee and SBM committees with senior leadership from those SBM's to represent the State of CT on integrated eligibility systems, as well as state- based marketplaces
- Works with AHCT IT Security and Compliance team, as well as state agencies and federal partners to ensure proper protection and corrective measures are taken when an incident or vulnerability is discovered
- Department Management:
  - Maintains department budget
  - Participates in the hiring process
  - Attends all required management/supervisory training
  - Encourages employee growth and development
  - Prepares mid-year and annual performance reviews
  - Meets weekly with staff and conducts bi-weekly 1:1s
- Other duties as required

Qualifications

- Bachelor's degree in computer science or related field or related experience; Master's degree preferred.
- Minimum of ten (10) years of leadership experience within healthcare technology.
- Experience in the most current technologies and products used in the industry.
- Experience in the business strategy and architecture. Knowledge of a variety of programming languages (Java, PHP, .net, SQL, ETL)
- Experience in the area of application development and enterprise product development
- Some experience in engineering of enterprise network, contact center services, data governance and business intelligence.
- Understands how to estimate and resource features and initiatives for diverse customers and clients time sensitive requirements
- Experience in integrating systems.
- Proven experience in managing large programs in the healthcare industry.
- Commitment to excellent work results and dedication to seeing projects through to completion.
- Proven ability to push through complicated business challenges to find a solution.
- Ability to work through conflicts and negotiate win/win solutions.

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

Work Environment: this is an in-office role in which the noise level in the work environment is usually low to moderate. Requires fast-paced deadlines and has a high stress level at times. Some travel required.

Equal Opportunity Employer