



Job Title: Network Operations Center Manager

Reports To: CIO

Job Type: Full-Time, Exempt

Email resumes to: careers@grrhio.org

As the trusted data steward for secure health information exchange, [Rochester RHIO](#) is one of the most respected, trusted and successful health information exchanges in the United States. Rochester RHIO serves 14 counties in the greater Finger Lakes Region and 1.5 million residents. At Rochester RHIO, we love connecting with talented people who get excited about making a difference in patient care with health data.

Job Summary

This is a key role in the organization. The Network Operations Center Manager's primary responsibility is to plan, organize, and manage staff and overall operations to ensure stability of the organization's infrastructure. The Network Operations Center Manager provides overall expertise in the network operations functions.

Key Responsibilities include, but are not limited to:

- **Strategy & Planning-** Ability to define, implement and enforce the organization's Configuration Management and Change Management policies and practices. Make budget and purchasing recommendations and capacity planning in order to provide a steady, cost-effective infrastructure to meet the availability demands of the organization.
- **Team Resource Management-** Hire, develop, and retain highly responsive and customer focused engineers to ensure the effective operation of the NOC. Manage tools, systems and procedures to ensure effective management of issues and customer satisfaction.
- **Operational Management-** NOC Manager will manage and provide, as needed, hands-on technical support work related to the overall health and maintenance of the organizations multiple environments. This position will perform tier-2 and 3 escalation support and act as the point of contact in the NOC for all inquiries from Senior Leadership and other Managers.

Required Skills & Abilities

Technical competency in the following areas will be foundational for success:

- Thorough understanding of IP Networks, including VLANs
- Firewalls, switches, routers and other network equipment (Cisco, Fortinet)
- VPN, Load Balancer, Web Application Firewall
- Windows and Linux Server administration



- Web Server(s) concepts and administration
- Virtualization, Backup Procedures, Disaster Recovery and High Availability using industry standards
- Active Directory, DHCP, DNS, Group Policy
- Clustering, Load Balancing
- Anti-Malware and Cybersecurity concepts

Specialized training:

- Security and HIPAA compliance in networked solution;
- Experience with AlertLogic Web Application Firewall and/or Brocade and NGINX Load Balancers;
- Strong understanding of Amazon Web Services Virtual and Cloud environments.

Education and Experience:

Bachelor's or Master's degree with qualifications in computer science, electrical engineering, telecommunication engineering, information technology or related fields; and five to 10 years related experience and/or training; or equivalent combination of education and experience; AWS Certified Solutions Architect or AWS Certified DevOps Engineer certification is strongly preferred.

More About the Company: Health information exchange services allow a medical care team to share records across institutions and practices, making patient information available wherever and whenever needed to provide the best care. Patients benefit from fewer repeated tests, easier second opinions, and a reduced risk of mistakes caused by poor handwriting or incomplete records, and more informed care during office visits and emergencies. Rochester RHIO is a Qualified Entity of the Statewide Health Information Network of New York (SHIN-NY), and was founded in 2006. You can learn more at <https://rochesterrhio.org>.

Rochester RHIO is an equal opportunity employer, and we celebrate diversity at our organization.

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