

Job Title: VP Network Operations & Information Systems

Reports To: Chief Information Officer

Job Type: Full-Time, Exempt

Location: Rochester, NY

Remote/Hybrid Work Options Available.

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.

Rochester RHIO requires all employees to comply with the company's COVID-19 vaccination policy upon hire. Please include 2-3 job references with your resume.

Job Summary: The Vice President of Network Operations and Information Systems you will oversee the planning, development, implementation, maintenance, and security of the company's information systems and processes including computer, communication, and office systems.

Supervisory Responsibilities:

- Recruits, interviews, hires, and trains professional-level staff in the technology department.
- Oversees the schedules and responsibilities of management-level staff in the department.
- Provides constructive and timely performance evaluations.
- Provides guidance on infrastructure projects and best practices
- Delegates tasks to department employees

Duties/Responsibilities:

- Establishes the strategic direction of the company's information systems (IS); executes this strategy in collaboration with senior leadership.
- Directs and coordinates professional services such as network analysis and design, communication, and office automation systems.
- Identifies and recommends new technologies and services that will improve efficiency, processes, and operations; reviews requests for additional services and upgrades, assessing the costs and benefits to the organization.
- Approves the purchase, lease, license, or other acquisition of hardware, software, or services needed to meet company needs.

- Monitors and reports progress on network infrastructure projects, resource utilization, and production performance and uptime to executive leadership.
- Ensures the integrity and reliability of computerized information systems, communication systems, and office systems including the security of data acquired and stored.
- Facilitates preparation of project plans and proposals, outlining project objectives, IS requirements, and analytical and programming staffing requirements for proposed systems.
- Maintains pace with technological progress, economic change, and company needs by directing continual improvements of IS staff, equipment, and procedures.
- Prepares, implements, and executes IS budget.
- Performs other duties as assigned.

Required Skills/Abilities:

- Thorough understanding of or the ability to quickly master technology used in the organization. AWS experience preferred.
- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Experience with network administration or networking engineering required
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Thorough understanding of IS policies and procedures
- A good understanding of HIPAA and HITRUST standards preferred
- Thorough understanding of or the ability to quickly master technology used in the organization. AWS experience preferred.
- Proficient with Microsoft Office Suite or related software.

Education and Experience:

- Bachelor's degree required. Master's degree in Business Administration, Operations Research, or Computer Science preferred, or equivalent training and experience required.
- Ten years of experience in a technical role required, with significant leadership experience 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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