



**University
Health**

**Executive Director, Information
Systems - Community First
Health Plans, Inc.**

Job Class: 2466
Reviewed: 06/23

ORGANIZATIONAL COMMITMENT

A strong commitment to the mission to improve the good health of the community through high-quality operations and innovation. Supports the strategic vision and values of the organization. A personal commitment to treat all customers with courtesy, dignity, respect, and professionalism and adherence to the Commitment to Service Excellence behaviors and standards.

POSITION SUMMARY/RESPONSIBILITIES

The Executive Director of Information Systems will provide strategic support for all information technology, security, and configuration functions in the organization. Manages the design, planning, and implementation of all short and long-term strategies related to information technology and configuration. Ensures alignment of technology and configuration services to the business goals. Must possess a high level of skills in design, development, analysis, and project management.

FUNCTIONS/BEHAVIOR

1. Oversees the development of the technology strategic plan to support the need for improved efficiencies and productivity in the organization, as well as implementing the technologies that will support operational excellence and product leadership. (E, 15%)
2. Leads the implementation of the organization, architecture, infrastructure, processes, and training for the entire organization enabling it to achieve operational excellence. Serves as the security and technology leader in the effort to utilize technology to develop and/or redesign the organization's processes. (E, 15%)
3. Leads the development and implementation of technology operations to include but not limited to strategic planning, services agreements, data center operation, security, architecture, infrastructure configuration, contract and program management, and emerging technologies. (E, 10%)
4. Provides direction and effectively leads by example to ensure that all services are meeting the stated business objectives on a timely basis with excellent quality, at a reasonable cost. Demonstrates flexibility, anticipates customer needs, and effectively communicates in a manner consistent with the audience. Educates and influences customers on the most effective use of technology, from both a short and long-term perspective. Communicates departmental goals and objectives to senior management in an inclusive manner. (E, 15%)
5. Demonstrates advanced analytical and diagnostic skills. Able to develop solutions by applying accepted processes or is able to create new approaches to leverage technology from abstract information. (E, 10%)
6. Maintains effective partnerships across the organization with senior management, peers, and subordinates through an inclusive style and recognition of their abilities and knowledge. Interacts with the Chief Information Officer at University Health as needed to ensure alignment and economies of scale between Community First Health Plans and University Health. (E, 10%)
7. Manages the implementation of a business process improvement methodology and key performance indicators (KPIs). Completes all projects accurately and on time. (E, 10%)
8. Assists in the establishment and development of policies and procedures responsible for planning, organizing, staffing, and fiscal management of technology projects and

services. Develops formal business plans for the acquisition of software solutions (E, 10%)

9. Performs other duties as assigned or required. (M, 5%)

10. Demonstrates competence to perform assigned and general customer assistance responsibilities in a manner that meets the age-specific and developmental needs of customers encountered. (E)

11. Appropriately adapts work and customer assistance methods to accommodate the unique physical, psychosocial, cultural, age-specific, and other developmental needs of customers. (E)

12. Supports the mission, vision, and values. Demonstrates established customer service behaviors and standards. Treats all customers with courtesy, dignity, respect, and professionalism. (E)

SUPERVISION

Supervision is received from the President/Chief Executive Officer of Community First Health Plans. Supervises Information Systems and Configuration staff.

EDUCATION/EXPERIENCE

A bachelor's degree in Business Administration, Information Technology, Computer Science, or a related field with 5 years of experience in a progressive management senior technology role is preferred. Experience with managing high transaction volume applications in a health maintenance organization (HMO) is required. Knowledge of Texas Medicaid, CHIP, Medicare, and Marketplace processing requirements is highly desirable. Experience in provider management, project management, quality management implementation, and information technology methodologies is required. Experience and knowledge of HIPAA and standard code sets is required. Managed care transactional and clinical systems preferred. Experience with Cognizant programs (QNXT and Clinical Care Advance) is preferred.

EQUIPMENT

Expert computer skills to perform duties including the Internet, navigating, and querying complex databases. MS Office – Word, Excel, Outlook, Access, PowerPoint, and other relevant databases. Knowledge of Microsoft Technologies: Web Services, XP/Vista, MS Project Server, Active Directory, MS Reporting Services, MS Analytics, and MS SQL are preferred. Experience with managed care systems operating in conjunction with relational databases; experience with networking, distributed data processing, and client-server environments; and familiarity with SQL programming.

WORKING CONDITIONS

Functions in an office environment. Position subject to frequent interruptions and urgent deadlines. Hours of work may vary depending on deadlines and projects.

OTHER

Must have a thorough working knowledge of application systems, programming languages, systems software, and communications. Demonstrates close attention to detail; exactness and objectivity in reporting; proficiency in all duties; thoroughness in reporting information to management. Must demonstrate strong leadership abilities. Productive interface and coordination with other departments are essential to the successful performance of the job. Must possess good communication skills and be aggressive and a self-starter. Must successfully complete the pre-employment/post-job offer health screening examination and the annual screening, each year thereafter, as an employee.