



Position Title: I.T. Manager
Reports To: Vice President, Information Systems
Division: Shared Services
Department: Information Systems
Classification: Exempt

Position Summary:

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggled with integrating into the traditional one-size-fits-all U.S. healthcare system.

The I.T. Manager is primarily responsible for administering the overall daily operations of the Information Technology department and has control and responsibility for design, development, testing, installation, security and maintenance for corporate users and a production datacenter in a secure healthcare environment.

Responsibilities:

- Regularly assess priorities for systems development and data processing requirements; evaluate hardware and software needs and take appropriate measures to protect system from viruses and cyber-attacks
- Oversee and manage network configuration, servers, workstations, networking equipment, email accounts and provide support for the underlying server/desktop infrastructure
- Develop and manage departmental budget and work with corporate departments to provide staffing and equipment necessary to implement required computer operating systems and information services
- Manage I.T. staff and oversee their day-to-day activities; mentor and coach staff to assist in developing goals and skill sets
- Assess and make recommendations concerning the selection and purchase of equipment, vendor products or services
- Evaluate systems performance, projecting needs for upgrading hardware or software used or training required
- Direct staff activities in reviewing and maintaining the operating system and the development or enhancement of employee training programs
- Respond to unexpected incidents or issues; meet deadlines without compromising attention to detail and accuracy
- Committed to delivering the highest levels of customer service

Required Knowledge, Education & Experience:



- Bachelor's degree in Computer Science, Engineering or Information Systems with five (5) years of directly related work experience; or, Master's degree with three (3) years of directly related work experience
- Minimum one (1) year of experience in a leadership or people-management role
- Proven understanding of project management processes and principles
- Demonstrated experience with cyber security, security tools and logs
- Experience managing servers, workstation hardware and software, storages, networks, firewalls and switches
- Must have strong documentation skills
- Demonstrated understanding of technical compliance with the Health Insurance Portability and Accountability Act (HIPAA)
- Proficiency with Microsoft Office applications, Office365, CRM and web-based technologies

Highly Preferred Skills, Abilities & Qualifications:

- Prior experience with firewall and switch configurations and installations, security tools, SIEM and cyber security
- Knowledge of server, storage, configurations and firmware upgrade
- Strong problem-solving skills, including the ability to systematically analyze problems, draw relevant conclusions and devise appropriate courses of action
- Successful record of managing multiple projects with demonstrated ability to work independently in rapidly-changing environments
- Demonstrate leadership ability and skills in critical thinking, strategic planning, analysis and systems thinking
- Excellent verbal, written and interpersonal communication skills; highly collaborative team approach to work
- Able to convey complex or technical information in a manner that others can understand and understand and interpret complex information from others