

Job Title	Information Systems Manager
Annual Salary	Commensurate with qualifications and experience.
Reports To	Chief Operating Officer
Travel Requirements	None
Type of Position	Full-time exempt
Overview	<p>As an Information Systems Manager at our health center, you will play a pivotal role in ensuring the smooth operation and optimization of our digital infrastructure. Your responsibilities will encompass overseeing the implementation, maintenance, and security of our information systems, including electronic health records (EHR) and other healthcare-related software. You will collaborate closely with various departments to identify technological needs, develop strategic IS/IT plans, and implement solutions that enhance efficiency and compliance with industry regulations such as HIPAA. Additionally, you will lead a team of IT professionals, providing guidance, training, and support to ensure the effective utilization of technology across the organization. Your expertise will be instrumental in driving innovation, improving patient care delivery, and maintaining the integrity and confidentiality of sensitive healthcare data.</p>
Minimum Skills, Experience, and Educational Requirements	<ul style="list-style-type: none"> • Bachelor’s Degree in related field • Proficiency in IT project management methodologies, including planning, execution, and evaluation, with a track record of successful implementation of IT solutions to improve operational efficiency and patient care. • Strong leadership and team management skills, with the ability to effectively lead and motivate a diverse team of IT professionals, fostering collaboration, accountability, and professional development. • Excellent communication and interpersonal skills, with the ability to liaise between technical and non-technical stakeholders, articulate complex technical concepts in a clear and understandable manner, and build positive working relationships across the organization. • Analytical mindset and problem-solving skills, with the ability to identify technological needs, evaluate alternative solutions, and make data-driven decisions to support the strategic goals of the health center. • Proven experience in managing information systems within a healthcare environment, with a strong understanding of electronic health records (EHR) systems and healthcare-specific software is a plus.
Responsibilities	
<ul style="list-style-type: none"> ▪ Collaborate with staff on technology solutions and workflows. ▪ Frontline support and troubleshooting of Epic. ▪ Coordinate IHC/CTC interactions, including help tickets. ▪ Gain and maintain knowledge of Epic features and tools. ▪ Train new staff on general applications (i.e. Epic Inbasket, custom views, dashboards, plus Outlook and Dialpad) ▪ Build IHC-specific SmartTools, Flowsheets, Smartsets, etc. in Epic. ▪ Attend CTC workgroup meetings. ▪ Manage data for public health reporting and billing. ▪ Coordinate IHC CTC workgroup leads to ensure cross functional communication. ▪ Advise senior management team on priorities, strategies and risks related to technology solutions. ▪ Lead bi-weekly IS/IT Team Meeting. ▪ Work with IT Manager to ensure successful completion of an annual Security Risk Assessment and implementation of associated follow ups to address any areas of improvement. 	

- With team of internal Patient Centered Medical Home (PCMH) leads, configure systems and workflows in the EHR to ensure consistent compliance with all PCMH requirements.