

DEPARTMENT: Administration
STATUS: Exempts; Salaried
EXPOSURE RISK: Category III
SALARY GRADE:
REPORTS TO: Director of Data, Information Services and Facilities
SUPERVISES: Systems Administrators
 Information Services Project Specialist

GENERAL JOB FUNCTION

The Information Services Manager is responsible for all aspects of information systems and technology at LifeSource including integration of information services within organizational projects. Manage the environment of desktop hardware, software applications, operating systems, network connectivity and cybersecurity. Oversee projects involving the design, analysis, maintenance, and implementation of Windows Servers and network applications (Office 365, VM, Antivirus, MDM (Mobile Device Management), Network Monitoring, Customer Relations Management (CRM), backup and recovery, wireless infrastructure, Nutanix). Lead implementation and administration of network level applications including but not limited to messaging systems, virtual server infrastructure (VM Ware), remote connectivity, DNS (Domain Name Server), system software reporting and compliance, and database server administration. Ensure detailed documentation for problem resolution and internal system processes following ITIL standards. Accountable for team's adherence to all regulatory and accrediting agency standards, including, but not limited to Centers for Medicaid and Medicare Services (CMS), internal organizational policies, procedures, and guidelines. Drive excellence in customer service, relationship management and team collaboration through timely and effective communication with internal and external customers and partners. Provide direction, education and mentoring to team to facilitate efficiency and effectiveness in information services processes while encouraging the professional development and achievement of personal and departmental goals. Maintain skills to function in all roles within the team. Align daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Manage day-to-day information systems and technology, monitoring effectiveness and information security ensuring support for organizational success of key work systems and processes.

1. Provide leadership in researching and analyzing business problems and proposes alternative solutions to achieve organizational goals.
2. Collaborate with leaders to define, articulate, and champion the ways in which technology requirements relate to business needs.
3. Embrace the technological advances of donation partners and determine ways to use the enhancement to advance donation.
4. Collaborate on development and implementation of strategic initiatives to leverage technology, and external relationships with appropriate technology partners.
5. Engage in ongoing enterprise-wide network improvement and upgrades, including trending analysis and capacity planning.
6. Maintain up to date knowledge and best practices of internet and cloud computing including DNS, security, IP routing, http, VPN (Virtual Private Network), email routing, and spam.
7. Manage partnerships and contract negotiations with information system vendors, maintaining technical knowledge and promoting positive, cost effective, relationships.
 - a. Ensure the quality of vendor services including configuration, patches, disaster recovery, and planning.
 - b. Ensure follow through of contracts for vendor maintenance including, client server installs, network and VOIP-based telecommunication systems, moves, additions, and changes.
 - c. Evaluate, recommend, and manage hardware and software implementation and standardization.

8. Manage end-to-end system administration of all Windows Infrastructure, network infrastructure, LAN/WAN hardware, firewalls, VPN (Virtual Private Network), voice systems and routers.
 - a. Manage VM, database, file storage, backup and recovery, CRM, and Office 365, including associated servers, operating systems, and infrastructure.
 - b. Ensure updates to servers and applications with regularly scheduled patches, including network security operations, virus scanning, antispam and firewalls.
 - c. Oversee local telecommunications system through moves, additions, and changes.
 - d. Monitor LAN/WAN availability ensuring client access to limit security threats.
 - e. Execute full disaster recovery testing including bringing up processes at an offsite location and failback.
9. Manage cyber security infrastructure including monitoring, threat intelligence, counter measure development (Counter Threat), and guidance on incident handling of LifeSource cyber threats.
 - a. Manage and monitor incident detection process, ensuring incidents are handled in a manner that is consistent with LifeSource policies.
 - b. Respond to and drive the remediation of critical incidents according to standard operating procedures (SOP).
 - c. Perform comprehensive threat intelligence assessments providing reporting on results, risk mitigation and remediation recommendations and plans.
 - d. Escalate known security risks and solutions to leader to mitigate risks to business and technology partners.
10. Collaborate, as appropriate, in support of facilities and emergency preparedness planning and coordination of building-related services including compliance with regulatory, government, health and safety code requirements, maintaining proper facility-related recordkeeping of all permits, licenses, and citations.

Identify, develop, and communicate Information Services policies, procedures, and systems to support organizational compliance and information security, and to positively impact efficiency of key donation work process.

1. Support end user competency ensuring the implementation and deployment of training, tools, and resources, ensuring efficient and secure use of technological assets.
2. Ensure the development and maintenance of new and existing standard operating procedures, policies, guidance documents and work instructions, collaborating as needed.
3. Drive consistency in documentation of comprehensive information services systems, including knowledge base articles, workflow, and network diagrams.
4. Manage and guide implementation of new processes in response to regulatory or other changes impacting the program or work processes.
5. Oversee technology projects, including report generation, to improve workflow.
6. Lead, guide, and mentor information services integration into organizational projects ensuring information systems selection, planning, testing, training, executing, monitoring, and closing.
 - a. Guide strategic opportunities for cross-departmental work to ensure data collection supports accuracy of data analytics.
 - b. Understand defined regulatory performance measures and metrics.
 - c. Effectively collaborate to identify innovative ways to improve and maximize the donation process.
 - d. Facilitate cross-departmental work that ensures technology is managed efficiently and cooperatively.
7. Oversight, management, and execution of timely IS internal, customer or regulatory audits. Specifically, requirements from Centers for Medicaid and Medicare Services (CMS), other agencies and internal policies.
8. Recommend procedure modifications or process improvements to current IS processes to ensure effectiveness and efficiency to support strategic direction plans.

9. Assist with maintaining knowledge of all electronic systems in conference rooms and respond to user questions as needed.

Lead, guide and manage team members toward successful work process implementation to achieve LifeSource’s mission and goals.

1. Lead and engage in regular individual and team meetings to review programs, activities, and accomplishments and provide timely and critical information needed for the team’s success.
2. Direct work planning, scheduling, managing time sheets, time off requests, expense reports, etc., to ensure adequate capacity and adherence to policies.
3. Guide and mentor team members to encourage professional development and goal achievement.
4. Effectively manage team member performance through documented coaching, identifying areas of opportunity, recognition, job change, salary administration, and performance appraisal process.
5. Oversee execution of relevant competency training and development.
6. Support effective team member training and competency measurement for their position and required work processes.
7. Engage in recruitment and selection of highly skilled team members.
8. Collaborate with other leaders on guiding team members and key work processes.
9. Manage team members by modeling and promoting a culture of accountability and integrity in service to internal and external customers.

Other responsibilities as appropriate in alignment with primary contact for information systems, technology, and associated projects oversight.

1. Foster, promote and sustain cross-departmental collaboration in support of optimal department and organization outcomes.
2. Foster strong partnerships, demonstrating confidentiality, interacting well with team members at all levels.
3. Oversee and evaluate process and performance goals and measurements and initiate continuous development and improvement of policies and procedures to achieve organizational outcomes.
4. Lead programs and initiatives to maintain or improve efficiencies of information systems technology.
5. Responsible for participation in performance excellence and quality assurance initiatives to ensure departmental and/or organizational competencies.
6. In conjunction with Quality, ensure compliance with UNOS (United Network for Organ Sharing), FDA (Food and Drug Administration), AATB (American Association of Tissue Banks), EBAA (Eye Bank Association of America) and Association of Organ Procurement Organizations (AOPO) standards.
7. Engage in root cause analysis, follow through, and timely documentation of all non-conformance and compliance reports.
8. Assist the Director in the development of an operational plan within annual departmental budget.
9. Participate in the strategic planning process and performance metrics development for the department under the direction of the Director. Monitor progress and completion of goals in collaboration with interdepartmental leaders.
10. Ensure timely response to standard operating procedure (SOP) modifications and compliance, corrective action / preventive action (CAPA), and ongoing competencies and quality improvement projects partnering with compliance and quality team members as appropriate.

STANDARD RESPONSIBILITIES

1. Perform work while demonstrating a commitment to excellence and performance improvement.
2. Update clinical and administrative documentation, including electronic systems, with accurate, real-time, appropriate information according to established practices and procedures.

3. Represent LifeSource in a professional manner with both internal and external customers, ensuring professional appearance and communication.
4. Participate in all appropriate meetings, in-person, on-site, or remote, as defined by leader.
5. Routinely share feedback, solutions, and ideas to leadership, including identification of training needs.
6. Exhibit outstanding clinical, customer service and collaboration skills as required by position.
7. Maintain confidentiality and respect of information obtained within purview of position, as defined by policy and procedure expectations and in accordance with HIPAA.
8. Demonstrate LifeSource Values in work behaviors and actions.
9. Actively participate on assigned committees, work groups and project teams.
10. Execute job responsibilities in accordance with established Standard Operating Procedures (SOPs), Policies (POL), and practices as trained.
11. Perform other duties as required and assigned by leader.

QUALIFICATIONS

1. Requires a combination of education and experience equivalent to 10 years information systems or technology responsibilities.
2. Experience with Windows, Microsoft Office, Microsoft CRM, and SharePoint tools; possess a thorough understanding of the internet and cloud computing including DNS, security, IP routing, http, VPN, email routing, and spam.
3. A minimum of 3 years proven leadership, mentoring and coaching experience.
4. Requires relevant certification in information services or ability to obtain within 2yrs of position. Once certified, you must obtain the required continuing education or recertification credits/process.
5. Must be organized, detail oriented, self-directed, motivated contributor with ability to effectively lead a team.
6. Excellent critical thinking and analytical skills to confidently execute reasonable and sound decision making.
7. Effective communication and interpersonal skills including effective written correspondence, active listening, and professional customer service response at all levels.
8. Ability to communicate effectively and interact positively with team members and all levels of leadership, evaluating questions, concerns, and complaints objectively.
9. Demonstrated interpersonal savvy capabilities, building, maintaining, motivating, influencing, and achieving cooperation with both internal and external relationships across all levels of an organization.
10. Demonstrated ability to exhibit a high degree of quality, integrity, and honor confidentiality of appropriate information including, but not limited to, personal team member data, organizational operations or work processes, donor and donor family information, contributor details, any financial information and medical or protected health information (PHI) in accordance with HIPAA.
11. Strong working knowledge of Microsoft Office applications.
12. Proven skilled and competent in using technology-based tools such as personal computers and related software, mobile devices, and electronic medical record systems as appropriate for position.

WORKING CONDITIONS

1. Able to work a minimum of 40 hours per week with schedule adjusted to accommodate organizational needs.
2. Must be able to travel within the service area (MN, ND, SD) by ground or air, as needed, and occasionally to national events and meetings.
3. Affected team member in Category III never or rarely have exposure to bloodborne pathogens and do not have a potential for this exposure or handle materials that could spread infection (less than one opportunity per month). Additionally, they rarely interact with staff in patient or donor areas in a hospital or clinic setting while performing their assigned job duties.
4. Ability to lift and carry objects up to 50lbs.

5. Must be able to follow and successfully complete category immunization, health screening and background check requirements.

Team Member Statement of Acknowledgement and Understanding

Acknowledgement of this job description is performed electronically via Q-Pulse—the LifeSource document control system. A team member’s electronic signature will represent the following statement of understanding:

I acknowledge that I have received and reviewed the job description for my position and I feel that I can meet the requirements with or without reasonable accommodations. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities and requirements of this position. Additionally, I understand the general description of the expectations related to work hours and absences, attached herein, are subject to change based on department and organizational requirements. I understand that LifeSource has the right to revise this job description at any time.

The following is a general description of the expectations related to work hours and absences. This is subject to change based on department and organizational requirements.

POSITION EXPECTATIONS

Job Title: Information Services Manager
Reports To: Director of Data, IS and Facilities
Exemption Status: Exempt; Salaried

WORK

Work Day: Monday-Friday
Hours: 0800-1700
Lunch/Breaks: Self-directed
Overtime: N/A
On-Call: N/A
Flexible Hours: Yes
Flexible Location: Yes
Weekends: N/A
Travel: Yes—Industry Meetings
Mandatory Meetings: All team and departmental meetings
Shift Relief: N/A

ABSENCE

Planned Absence (*Vacation, Holiday, Leave of Absence, etc.*)
Short-term: Vacations via HRIS submitted requests; Assign critical functions to existing team members, Director of Data, IS and Facilities.
Long-term: Bring in temporary / interim person
Unplanned Absence (*Injury, Illness, Leave of Absence, etc.*)
Short-term: Assign critical functions to existing team members, Director of Data, IS and Facilities.
Long-term: Bring in temporary/interim person

COMMENTS