COOK COUNTY HEALTH

Job Code:	**8077**
Grade:	**24**
HCWR:	**Exempt**

Job Title	**Department**
IT Operations Officer	Information Systems / Information Technology

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

Under the direction of the Chief Information Officer, the IT Operations Officer is responsible for providing day to day operations/management to the Hospital Information Systems (HIS) Department. This includes oversight and leadership to the following IT Teams: Network, Server, Telecommunications, Desktop, Helpdesk, Integration, Financial, Clinical and Decision Support. In addition to oversight of the above-mentioned departments, the IT Operations Officer is responsible for the operational direction of all information technology utilized by the Cook County Health & Hospitals System (CCHHS) users, including computer equipment, networking, clinical, ancillary and financial systems, telecommunications and decision support reporting systems. As a member of the IT Executive Leadership Team key responsibilities of this role include establishing applicable IT organizational policies in accordance with the needs of CCHHS, its employees, patients, visitors and guests. Additionally, the IT Operations Officer will manage the planning, design, coordination, development, implementation, and maintenance of departmental or Systems-wide automated information systems. In addition, this position ensures the continuous operation and delivery of enterprise-wide integrated business and administrative information services through managing all capital and operating budget preparation, expenses and management of budget.

General Administrative Responsibilities

Collective Bargaining
- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline
- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision
- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

General Administrative Responsibilities

Management
- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties
- Leads the department in developing, coordinating, and implementing information technology projects and initiatives that improve cost effectiveness and service delivery
- Identifies and integrates long- range automated information systems requirements into departmental and System strategic plans to ensure the meeting of Federal, State and/or other data collection and reporting mandates
- Provides good organization and structure skills for planning, organizing, assigning, directing and evaluating the information technology activities of the department; defines long-range automated information systems requirements, coordinates departmental input and recommends information system priorities, plans, policies and procedures
- Responsible for capital and operating budget preparation, expenses, and management of the budget
- Work closely with the Chief Information Officer to manage vendor relationships and associated technology and costs
- Supports and implements approved projects by the Systems governance structures to ensure integrity of Information Technology architecture, system interoperability, support for critical systems, and alignment of information technology initiatives and resources with the System's strategic plans
- Directs the development and maintenance of enterprise hospital information software with interconnection of the various departments' health care ancillary information Systems to enhance patient care and increase revenue
- Supervises the day to day operations of the department activities and technical staff
- Work closely with the HIS Manager Team to establish and monitor department policies, goals and priorities in the alignment of technology with company goals and priorities

Reporting Relationship
The IT Operations Officer reports to the Chief Information Officer - CCHHS.

Minimum Qualifications
- Graduation from and accredited college or university with a degree in Computer Science or Management Information Systems
- Ten (10) years' healthcare experience in managing the design, development,

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Direct Appointment

Minimum Qualifications

implementation, operation and maintenance of large and complex information systems in a large, multi-service public and private- sector organization (non-healthcare)

Preferred Qualifications

- Fifteen (15) years of direct management of an IT Operations/Department with substantial revenue cycle and Siemens software experience

Knowledge, Skills, Abilities and Other Characteristics

- Demonstrates respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse backgrounds
- Strong interpersonal skills necessary for interfacing with management at all levels of the organization, building relationships within CCHHS and with external agencies
- Excellent communication skills
- Strong writing skills with a demonstrated ability to prepare written material for internal or external use
- Analytical skills; problem-solving skills
- Strong decision making skills; ability to discern and selectively communicate critical information
- Attention to detail
- Work to deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Ability work well under pressure
- Conflict management skills
- Ability to prepare departmental budgets
- Ability to analyze data and provide recommendations
- Ability to work independently through the completion of projects and assignments
- Strong organizational skills

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.