Job Code:	8080
Grade:	24
HCWR:	N

Job Title	**Department**
Network Information Officer	Information Systems/Information Technology

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

Job Summary

The Network Information Officer is responsible for strategic planning and maintenance of all voice, data and networking operations at all Cook County Health (CCH) locations. Oversees the management of day-to-day hardware and software for voice communications (VOIP and PBX), data communications, workstation support, remote access and network infrastructure including local network and wide area networks. Working with Senior Leadership team, develops and implements improvements to the network structure and researches new platforms and architectures to meet growing capacity demands.

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
- Oversees the provision of a comprehensive, integrated, reliable and high-quality network services for CCH for local and wide-area networking, network facilities and infrastructure, internet access, high-performance networking, network security, remote access to CCH IT services and telecommunications
- Directs network support staff in the planning, acquisition, implementation, integration and support of the network architecture and infrastructure hardware and software
- Directs performance upgrades and capacity planning activities to enhance network performance and data access. Develops network standards and metrics and monitors network stability, performance and reliability
- Researches cost effective technology service delivery options and makes recommendations to Leadership Team on Network enhancements. Also works with Leadership Team and Chief Information Officer to develop strategic plan for implementing applicable options
- Develops specifications and documentation for network infrastructure, equipment, software and hardware schematics and guidelines. Participates in any construction/reconstruction plans to ensure that existing or new networks can be optimized
- Oversees third party support for Networks
- Prepares budgets for all data and voice software and hardware requirements

Reporting Relationship
Reports to Security Information Officer

Minimum Qualifications
- Bachelor's degree or higher from an accredited college or university
- Seven (7) years of experience in providing networking services for both voice and data
- Five (5) years management and leadership experience

Preferred Qualifications
- Bachelor's degree or higher Information System, Business Administration, or Computer Science from an accredited college or university
- Ten (10) years' experience working in the field and building out network infrastructure in the

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Direct Appointment

Preferred Qualifications
> information technology industry
- Three (3) years Information Security experience in a complex healthcare organization

Knowledge, Skills, Abilities and Other Characteristics
- In-depth knowledge of the acquisition, installation, maintenance of networking, telecommunications, and computing equipment
- In-depth knowledge and experience with Microsoft Exchange, Microsoft Lync and other enterprise-wide messaging system
- In-depth knowledge of Server, LANS, Client virtualization software
- Experience with implementing Disaster Recovery and Contingency Plans
- In-depth knowledge of applicable laws and regulations as they relate to technology issues in Healthcare (e.g., HIPAA Privacy and Security, Meaningful Use Initiative, Stark Regulations, etc.)
- Excellent written and oral communications skills
- Proven experience in planning, organization, and development
- Ability to apply technological solutions to business problems
- Ability to analyze and interpret data and workflows effectively, including identification of potential unintended consequences of administrative, policy, and informatics decisions
- Ability to work collaborative, innovative, and able to build consensus with physicians, hospital leaders, staff and administrators. Ability to negotiate effectively at all levels
- Respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse background
- Flexible and able to deal with ambiguity and change
- Ability to work well under pressure

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.

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