

County of Cook

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 8090
Grade: 24
FLSA: Exempt

STANDARD JOB DESCRIPTION

JOB TITLE
Technology Information Officer

DEPARTMENT
Information Systems / Information Technology

Job Summary

The Technology Information Officer (TIO) is responsible for identifying and implementing various technology solutions within Cook County Health and Hospitals Systems (CCHHS) and delivering the required IT solutions to various users. Researches and evaluates the best software that supports the medical, business and clinical systems used throughout CCHHS and at any affiliated hospitals or clinics. Ensures that any new software or hardware is compatible with existing systems, and determines if new systems/infrastructure are required. Researches and consults with Hospital Leadership and users to uncover issues with existing systems and recommends solutions. Working with the IT Operations Officer, ensures the availability, reliability and capacity of existing infrastructure and systems. In conjunction with the Chief Information Officer - CCHHS (CIO) and Medical Information Officer (MIO), assists in aligning technology vision with business strategy by integrating Hospital processes with appropriate technologies and solutions.

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

Typical Duties

General Administrative Responsibilities

Management

- Contributes to the management of CCHHS staff and CHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Typical Duties (continued)

Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

Other Responsibilities

- Establishes the technical vision for CCHHS and with the CIO and MIO leads all aspects of the integration of CCHHS processes with technologies
- Leads the development and implementation of technology solutions for CCHHS
- Works with all functions of the hospital (medical, business and clinical) to develop a timeline for technology implementation throughout the hospital systems structure
- Works with IT Operations Officer to implement technology solutions
- Collaborates with the appropriate departments to assess and recommend technologies that support hospital needs.
- Assesses technology solutions to ensure that hospitals requirements such as strict privacy requirements, patient diagnosis and treatment, Federal/State data collection requirements and coding are taken into account
- Defines technical design documentation methodology and philosophy for department
- Manages the technology solutions department staff
- Working with the Security Information Officer develops and assists in the implementation of an enterprise-wide information security plan that protects the confidentiality, integrity, and availability of the company's data and servers
- Working with the Security Officer implements the enterprise-wide disaster recovery and business continuity plan
- Ensures the availability, high capacity and reliability of existing IT infrastructure technologies. Recommends enhancements to existing systems and identifies appropriate technologies for the hospital
- Maintains current information about technology standards and compliance regulations. Defines and establishes standards, policies, procedures and performance metrics for managing the IT infrastructure and systems
- Keeps up-to-date of new legislation and ensure that the hospital's information technology goals and strategy address current and pending health care laws, such as privacy legislation and insurance regulations
- Studies trends in technology to develop applications that increase IT efficiency and participates in Hospital Leadership decisions about corporate governance and policy-making

Reporting Relationships

The Technology Information Officer reports to the Chief Information Officer - CCHHS.

Required Minimum Qualifications

- Bachelor's, or higher level Degree, in Information Systems/Computer Science or related field
- Seven (7) years of experience within an Information Security environment or across multiple IT disciplines
- Five (5) years management and leadership experience

Preferred Qualifications

- Master's in Business Administration or Master of Science Degree in Computer Science
- Ten (10) years of experience within an Information Security environment
- Three (3) years Information Security experience in a complex healthcare organization

Knowledge, Skills, Abilities and Other Characteristics

- Experience developing technology strategies with senior management and successful execution of technical solutions
- Experience in strategic technology planning, execution, and policy development
- In depth knowledge of technology environments, including telecommunications, networks, security, programming, media, and desktops
- Understanding of computer systems characteristics, features, and integration capabilities
- Experience with implementing Disaster Recovery and Contingency Plans
- Extensive knowledge of enterprise software application
- 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 functions 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.

Working Conditions and Physical Demands

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

Donna Hart
Chief Information Officer - CCHHS

Date

Approval:

Gladys Lopez
Chief Human Resources Officer

Date