



Job Code: 8117

Grade: 24

HCWR: N

Job Title

Executive Enterprise Business Application Officer

Department

Hospital Information Systems

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

Job Summary

Under the direction of the Chief Information Officer, the Executive Enterprise Business Application Officer will be responsible for the technology applications and tools to support business functions in the enterprise. This position is responsible for the strategic direction and tactical delivery of business applications. This position also is responsible for day-to-day operations/management to the Hospital Information Systems (HIS) Department including oversight and leadership to the following IT Teams: Project Managers, Integration, Financial and Business Applications and collaborating with business users/owners and managing vendor relationships for project definition, integration and customization and implementation of applications. As a member of the HIS Executive Leadership Team key responsibilities of this role include establishing applicable IT organizational policies in accordance with the needs of Cook County Health & Hospitals System (CCHHS), its employees, patients, visitors and guests.

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

- Ensures transparency in all project activities through documentation and communication with cross-functional team members and business stakeholders.
- Ensures team is using business process models which leverage best practice techniques, including current and future state solution design documents using requirements gathered.
- Fully accountable for the delivery of all projects, ensuring team uses best practice project management techniques. Ensures change control best practices are implemented and followed, including the management of user requests/approvals and promoting changes to production.
- Ensures team successfully manages production fixes and enhancement requests using the IT Change Management system.
- Manages the strategic direction of the business applications including developing a roadmap and managing the application portfolio.
- Collaborates with senior leadership and business areas to determine technology needs and priorities necessary to achieve business objectives.
- Drives packaged/vendor application selection, implementation and upgrades throughout the entire project life cycle.
- Manages the integration and development of both packaged and in-house applications
- Works with application vendors to define product configurations, enhancement requirements, and implementation of upgrades.
- Produces solution cost and resource estimates based on business requirements and statements of work.
- Develops and maintains work plans to implement initiatives and special projects on time and within budget.
- Establishes and maintains regular communications with the organization's executives, decision- makers, stakeholders, and end-users regarding pertinent activities.
- Works closely with the Chief Information Officer to manage vendor relationships and associated technology and costs.
- Participates in the selection, negotiation, and execution of contracts with vendors for areas of responsibility.
- Develops methods and procedures that align application management activities with best practices.



Typical Duties

- Directs the day-to-day activities of direct reports; including prioritization and troubleshooting.
- Coordinates professional development of direct reports to ensure skills are maintained and enhanced.
- Supports and implements approved projects by the Systems governance structures to ensure integrity of information technology initiatives and resources with the System's strategic plans.
- Manages the development, maintenance, and forecasting of expense and capital budget in area of responsibility.
- Ensures that solutions meet all legal, internal controls, and accounting standards.
- Participates in special projects or perform other duties as required.

Reporting Relationship

Reports to the Chief Information Officer

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Seven (7) years of experience in implementing large scale, business or clinical applications in a healthcare environment with 5000+ end users
- Seven (7) years of experience with healthcare IT project management processes and system deployment methodologies
- Five (5) years of management experience managing a multi-disciplinary application team of 5- 30 employees/contractors
- Prior experience with enterprise content management and collaboration tools, e.g. SharePoint
- Prior experience with a proven track record of strategic planning, functional transformation, innovation, change management, budget and resource management

Preferred Qualifications

- Master of Public Health (MPH) or Master of Business Administration (MBA) from an accredited college or university
- Experience working at multiple work sites

Knowledge, Skills, Abilities and Other Characteristics

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate attention to detail, accuracy and precision
- Demonstrate analytical and organizational, problem-solving, critical thinking, and conflict management/resolutions skills
- Demonstrated leadership, coaching and personnel development skills as well as the ability to motivate employees in a team-oriented environment.
- Ability to adhere to department policies and standards utilizing best practices
- Ability to prioritize, plan and organize projects and tasks



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.