

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-20-94

Closing Date: 10/14/2020



POSITION TITLE: Chief Information Officer (CIO)

DEPARTMENT: Information Technology

Position Summary:

Under general supervision of the Chief Operating Officer, Office of the CEO. The CIO provides strong leadership, a strategic vision, and develops and implements IT initiatives in close cooperation with the COO and supports WIHCC's overall mission. Additionally, the CIO is responsible for the management and oversight of WIHCC's information technology landscape, including; network and system infrastructure, hardware and software procurement, capacity planning, disaster recovery, security, and performance. The CIO is accountable for ensuring the integrity, reliability, and security of computer-related services for WIHCC by leveraging the latest technologies and services, technical leadership, and project management. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains code of ethics, integrity, and confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Works closely with the Executive Team to develop a strategic plan for the IT Department, defining goals and strategies for achievement.
- Develops and implements security strategies for applications, networks, and systems
- Identifies opportunities for the appropriate and cost-effective investment of finances in IT systems and resources.
- Identifies a unified approach to eliminating duplicative and redundant efforts/services while developing an approach that meets the complex operational, privacy and security needs.
- Launches and implements effective strategic and tactical planning processes that clearly articulates priorities aligned with WIHCC goals.
- Provides and maintains a strategic technology plan for the WIHCC infrastructure.
- Creates and facilitates an IT Steering Committee made up of supervisors and management.
- Reviews and prioritizes IT task lists, endorse and fund project plans, assist in technology-related decision-making, and make recommendations regarding strategic direction.
- Manages the evaluation, development, and implementation of enterprise applications in support of WIHCC's overall goals.
- Creates and facilitates change management to review, prioritize, and plan the implementation of application and infrastructure changes.
- Prepares IT budgets and assist in the tracking and control of expenditures against approved IT budgets, to include 4-year replacement plan for IT investments (i.e. servers, desktops, laptops, et.al.).
- Manages the internal and external computer networks, server platforms, and backup facilities.
- Defines and maintains equipment and software standards in close cooperation with the user department/division.
- Implements a Continuous Improvement Program utilizing a combination of customer feedback, trouble-ticket trend analysis, post-project Lessons-Learned sessions, and technician observation to ensure the delivery of best-practice service and support.
- Develops and implements a Disaster Recovery Plan identifying mission-critical IT systems and resources and ensuring WIHCC's ability to reestablish critical systems.
- Develops and implements policies and procedures related to network hardware and software acquisition, use, support, security, and data retention.
- Protects the privacy of all patient information in accordance with WIHCC's privacy policies, procedures, and practices, as required by federal, tribal, and state law
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCC's Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.

- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

Bachelor’s Degree in Information Technology/Systems, Business Administration or other closely related field preferred. Plus five years of information technology and supervisory experience, with knowledge and technical authority of healthcare systems, software, digital security, database management, data integration, to include Meaningful Use, Clinical Application Coordination and Electronic Health Record (EHR). Master’s Degree preferred. Must maintain a valid unrestricted and insurable driver’s license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Ability to acquire, develop, and sustain a strong and diverse IT workforce to include assess competencies; and monitor future IT staffing needs
- Ability to enforce accountability for on-going reviews of systems to validate appropriate implementation of systems
- Define and maintain a comprehensive inventory of all IT systems and assets
- Knowledge of mechanisms to detect, manage, and communicate emerging threats and vulnerabilities enterprise-wide
- Knowledge of division/department-level IT assets/software license management
- Ability to maximize the use of strategic sourcing contract vehicles and enterprise license agreements for the provision of IT
- Knowledge of data domain and data exchange framework
- Knowledge of updating framework for managing IT investments, budgets, and acquisitions to be consistent with new/updated policies.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level that involves normal risks and discomforts. Work environment may involve exposure to physical risks, such as water, air, and blood borne pathogens; electrical current/capacity, or working under or above ceiling. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.