PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2024-052
JEMEZ HEALTH & HUMAN SERVICES
INFORMATION TECHNOLOGY SITE MANAGER

Position Title: Information Technology Site Manager   **Pay Level:** D.O.E.
Position Open Date: 8/7/2024-Until Filled   **Classification:** Exempt
Position Status: Full-Time   **Location:** Health & Human Services
Supervisor: Clinical Operations Officer

POSITION SUMMARY:

The incumbent serves as the Information Technology Supervisor and will provide technical assistance and guidance to the services and programs mentioned above, including support services programs such as Finance, Purchased Referred Care, Business Office, Patient Registration, Medical Records, Housekeeping, Facility Management and Executive Management Services relative to the maintenance and modification of the current IHS RPMS systems and LAN systems.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION & EXPERIENCE:

Bachelor's degree in computer science, Information Technology, or a related field; professional certification (e.g. CompTIA Security+, CISSP) is required; AND ten (10) years of professional experience in IT operations, planning, management, and coordination of the local area network (LAN), wide area network (WAN) and Web applications.

Master's degree in computer science, Information Technology or related field is preferred.

Experience in managing and developing Resource and Patient Management System (RPMS) and Electronic Health Records computer systems standards, programming techniques and equipment operation in order to develop and maintain programs in a patient care environment.

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License
Background Investigation
Microsoft certified IT credential.
CompTIA's Server+, CompTIA Security+ or other comparable enterprise level IT credential or ability to attain within (90) days of start date.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

ESSENTIAL FUNCTIONS:
- Serve as the technical resource to the Chief Executive Officer, JHHS and to other organizational components on all matters relating to data/video telecommunication requirements, design, policy, procedures, training, standards, equipment, cost, and schedules.
- Responsible for resolving complex system problems that result from unique hardware and software configuration, requiring the incumbent to isolate the problem according to hardware, software, telecommunications, or user error; and coordinates with other professionals to resolve problems not addressable locally.
- Responsible for planning the implementation of automated data processing systems within JHHS. Oversees and/or performs the installation of newly acquired IT equipment/systems and assures maximum benefit from managing these systems properly.
- Manages, operates, and monitors the usage of communication networks and interfaces to the LAN/WAN, including measurement of traffic and data characteristics, patterns, and quality of service performance.
- Works closely with Area Office IT department on matters related to IT systems and support. Reviews and evaluates the industry's technological developments for applicability to current and future JHHS IT needs.
- Initiates, designs, and conducts feasibility studies to determine optimal approaches for the application of information technology to support of health care delivery and management. Such

studies require coordination of information requirements; hardware, software, and telecommunications availability; cost and staffing impacts; and confidentiality of data.

- Responsible for the development of an annual Information Management (IM) Plan for the CEO's review. The IM plan includes future acquisitions of all IT systems and upgrades.
- Responsible for the administration, maintenance, and support of the major Information Technology (IT) systems for JHHS. Hardware and software administration, maintenance and support for the RPMS, Windows and UNIX based servers, Local Area Network and Wide Area Network systems. Serves as a technical support for the support of the Electronic Health Record (EHR) system.
- Performs/directs the performance of regularly scheduled systems management and maintenance procedures to ensure the integrity of the RPMS database. These procedures include performing database backups, running diagnostic software routines to verify the operating integrity of the system, identifying problem conditions that will not respond to normal operator intervention methods and analyzing status information to identify peripheral equipment.
- Assures that applicable security requirements are implemented and maintained on all IT systems and devices.
- Generates and maintains system and security documentation including but not limited to COOP Plans, System Security Plans and ITAC Access forms.
- Assures that applicable federal security IT guidelines are met and implemented, specifically National Institute of Standards and Technology (NIST) Guidelines.
- Addresses Certification and Accreditation requirements including Plan of Action and Milestones (POAM).

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

• Proven working experience as an IT Manager.

• Excellent knowledge of technical management, information analysis and of computer

hardware/software systems (e.g. EHR/RPMS, IHS systems, AD 2019, Server 2019).

• Knowledge and experience in Data Centre management and data governance.

• Knowledge and experience in computer networks, administration, and installation.

• Experience, knowledge, and ability to manage personnel.

• Experience in analysis, implementation and evaluation of IT systems and their specifications.

• Sound understanding of computer systems (hardware/software), networks (e.g. TCP/IP,

LAN protocols, HTTP and HTTPS protocols, HTML and network protocols, Microsoft Office,

MS Exchange 2016, Hyper-V, server virtualization, redundant backup, cloud storage.

• Knowledge and experience in managing information technology budget.

• Excellent organizational and leadership skills.

• Knowledge in patch management, firewalls, and intrusion detection/prevention systems

(e.g. Fortinet, Barracuda Gateway, Archiver, Encryption, PhishLine).

• Knowledge and familiarity with public key infrastructure (PKI) and cryptographic protocols (e.g. SSL/ TLS).

Skills in:

• Outstanding communication and organization skills.

• Decisive decision-making skills.

• Excellent knowledge of troubleshooting IT systems and infrastructure skills.

• Background in designing/developing IT systems and planning IT implementation skills.

• Solid understanding of data analysis, budgeting, and business operations.

• Superior analytical and problem-solving capabilities.

• A strong strategic and business mindset.

• Outstanding communication and interpersonal abilities.

• Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.

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To apply for the position posted, please apply as follows
Send;
Pueblo of Jemez Job Application
To;
humanresources@jemezpueblo.org
Or;
Pueblo of Jemez-Attention Human Resources Department
PO Box 100
Jemez Pueblo, NM 87024

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