

**TUBA CITY REGIONAL HEALTH CARE CORPORATION**  
**Job Description**

---

**INFORMATION SYSTEMS OPERATIONS MANAGER**

---

<b>Date:</b>	<b>December 11, 2008</b>	<b>Department:</b>	<b>Information Systems</b>
<b>Reports to:</b>	<b>Director, Information Systems</b>	<b>FLSA:</b>	<b>Exempt</b>
<b>Human Resources Review:</b>		<b>Approved by:</b>	

---

<b>Signature</b>	<b>Date</b>	<b>Signature</b>	<b>Date</b>
------------------	-------------	------------------	-------------

---

**POSITION SUMMARY**

The IS Operations Manager's role is to ensure the stability, integrity, and efficient operation of the in-house IT operational systems and applications that support core organizational functions. This is achieved by providing the knowledge and leadership necessary to ensure that enterprise level IT initiatives and systems properly support the mission and goals of TCRHCC.

**QUALIFICATIONS**

**MINIMUM MANDATORY QUALIFICATIONS**

**Education:**

Any combination of training and experience equivalent to either a bachelor's degree in computer science, electronic engineering, and/or LAN Certification, A+, and/or Net+.

**Experience:**

A minimum of three (3) years experience maintaining all aspects of a comparably sized LAN.

A minimum of one (1) year supervisory experience.

**Technical Skills:**

Comprehensive knowledge of state-of-the-art computer hardware (personal computers servers, printers, scanners, and other peripheral equipment) and software applications typically used by comparably sized associations.

Expert working knowledge of LAN systems and the maintenance and upkeep requirements of an information management system.

Good communication and customer service skills.

Ability to use non-technical approaches to recognize organizational needs and future planning as related to IT.

Well developed problem solving and analytical skills.

**Other Skills and Abilities:**

A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers. All employment references must address and indicate success in each one of the following areas:

- Positive working relationships with others
- Possession of high ethical standards and no history of complaints
- Reliable and dependable; reports to work as scheduled without excessive absences.
- Possession of high degree of integrity and influence with ability to contribute effectively as a member of team.

- Possession of proven track record of being results-oriented, customer-focused with a hands-on approach.
- Proven ability to prioritize and execute tasks in high-pressure environment.
- Proven ability to manage and lead personnel in a team-oriented, collaborative environment.
- Ability to communicate ideas in both technical and user-friendly language
- Proven analytical and creative problem-solving abilities using good project management skills.
- Highly self-motivated and directed with keen attention to detail.
- Proven track record of strong customer service orientation also interfacing with and providing guidance to business leaders.
- Working knowledge and understanding of Native American culture.

### **PREFERRED QUALIFICATIONS**

#### **Preferred Education:**

Master's degree, A+, Net + As400 system Operator trained, Application training in HMS.

#### **Other Preferred Skills and Abilities:**

Ability to speak Navajo, Hopi, or San Juan Southern Paiute.

### **ESSENTIAL FUNCTIONS**

1. Assign and review the work of IT operation systems analysts.
2. Review and approve all systems changes and programs prior to their implementation. Ensure proper change control methodology is employed.
3. Review systems project plans in order to plan and coordinate project activity.
4. Consult with users, management, vendors, and technicians to assess IT Operational Systems upgrade and program needs.
5. Stay abreast of advances in IT networking and service trend technology and alternatives.
6. Evaluate IT operation systems proposals to assess project feasibility and requirements.
7. Recruit, hire, train and supervise operations staff (Help Desk personnel, Operator staff and Application Specialists), and participate in staffing decisions.
8. Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems of TCRHCC Operations Systems.
9. Develop and interpret Operations Systems goals, policies, and procedures.
10. Participation in committees as assigned as operations technology expertise is required.
11. Keep TCRHCC operations technology updated with new versions and updates.
12. Prepare and review operational reports or project progress reports as required.
13. Other duties as assigned.

### **PROBLEM SOLVING**

This position works with minimal supervision and is frequently required to use professional skills, discretion and sensitivity in addressing personnel issues. Representative challenges encountered by this position include resolving highly sensitive and confidential issues with TCRHCC personnel. He or she is required to remain current on new and changing trends in IT and people motivational skills.

### **MENTAL AND PHYSICAL EFFORT**

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

**Physical:**

Must be able to sit at desk for long periods of time, write legibly and use a computer terminal. Must be willing to perform On-Call duties on a rotational basis. Must be able to hear and talk over the telephone and in person with others.

**Mental:**

Must be able to prioritize and use good judgment and analytical skills to make decisions that impact IT operations, customer service, and patient care within the organization. Must be able to coordinate a variety of issues while being frequently interrupted and carry out all responsibilities related to this position.

**IMPACT**

This position has a major impact on the interface of the clinical and technical aspects of the facility. The facility relies on efficiency of IT programs in order to provide excellent clinical care and customer service.

**NAVAJO/INDIAN PREFERENCE**

**TCRHCC is located within the Navajo Nation and has implemented a Navajo/Indian Preference in Employment Policy. Pursuant to this Policy, applicants who meet the minimum qualifications for this position and who are enrolled members of the Navajo Nation or another federally-recognized Indian tribe will be given preference in hiring and employment for this position.**

**APPLICATION DECLARATION**

I have read the qualifications and requirements for the position of Information Services Operations Manager. To the best of my knowledge, I believe I can perform these duties.

Employee Name (PRINT): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_