

**SANTA CLARA FAMILY HEALTH PLAN
JOB DESCRIPTION**

<u>POSITION TITLE:</u>	Chief Information Officer	<u>FLSA STATUS:</u>	Exempt
<u>DEPARTMENT:</u>	Management Information Systems	<u>DATE:</u>	01/98
<u>REPORTS TO:</u>	Chief Executive Officer	<u>Revised</u>	<u>11/11</u>

PRIMARY PURPOSE:

Under general direction of the Chief Executive Officer, The CIO will be responsible for all aspects of the SCFHP's information technology and systems, and will partner with the senior management team to align SCFHP information technology development and deployment with the organization's overall strategic direction. The CIO will direct the planning, implementation, and support of enterprise IT systems which support business operations to improve cost effectiveness, service quality, and continued business development. The CIO will possess a strategic orientation towards the linkage between information technology and organizational goals, including support of decision-making from both administrative and clinical perspectives. Outstanding analytical problem-solving and decision-making skills, as well as the ability to execute decisions effectively are also required. The CIO must possess demonstrated leadership skills which emphasize innovation, interpersonal skills, financial acumen, human resource management, employee development and have the ability to work in a team environment.

CLASSIFICATION:

The primary duty is the management of a customarily recognized department or sub department and customarily and regularly directs the work of two or more other employees; must have the authority to hire or fire other employees or whose suggestions and recommendations as to hiring, firing, advancement, promotion or other change of status of other employees are given particular weight; may concurrently perform other exempt and non-exempt work, in addition to managing the department.

MAJOR DUTIES:

1. Develop and mentor the IT department staff. Providing ongoing, timely, constructive performance feedback to members of his/her team that fosters individual and team high performance, work-related efficiencies and effectiveness, core and advanced skill development and value-added contribution. Ensures appropriate actions are taken and attendance, conduct and/or performance problems are effectively and timely addressed and resolved. Takes appropriate actions to ensure openness and fairness in all stages of the disciplinary action process.
2. Ensure that all IT systems and applications meet or exceed compliance and security requirements as contained in SCFHP state contracts and agreements. Keep CEO updated on IT compliance and operations issues and concerns.
3. Provides the strategic vision and leadership for the development and implementation of the organization's information technology and telecommunications initiatives. Ensures information technology goals, objectives and project initiatives align with and support the organization's business goals, objectives and mission.
4. Provides the strategic, tactical and proactive leadership and guidance regarding all information technology and telecommunications support systems and staff needed to implement and maintain a full managed care information technology system, in accordance with the organization's business needs.

5. Ensures that best practice IT Governance, maintenance and development implemented in the IT department projects and day-to-day operations.
6. Is responsible for the design, implementation and maintenance of a disaster recovery plan that ensures timely and effective restoration of SCFHP data and IT services in the event of a disaster.
7. Develop an IT governance process that includes: the development of and IT annual plan, capital and investment budget; strategic plans for the technical infrastructure and application architecture that support the organizations business goals and objectives; standards and protocols for data exchange, communications, software and interconnection of information systems; plans and processes for disaster recovery; plans to ensure the organization meets any and all required internal and external standards; and IT staff training.
8. Oversees vendor relationships, negotiates and/or reviews financial impact of all IT equipment and application licensing and purchase leases schedules, costs and contracts. Provides CEO and CFO with analysis and recommendations related to organization wide or special use software and/or voice/data telecommunication systems upgrades, changes and expense schedules. Timely advises CEO and CFO of budgetary impact.
9. Drives IT risk management and problem resolution processes when issues arise. Ensure the security and protection of HIPAA defined information. Assesses and prioritizes the criticality of problems/issues and notifies all areas impacted effectively and timely. Identifies core issues and appropriate, best practice solutions. Identifies and communicates any potential or actual fiscal and operational impacts. Takes all appropriate steps to ensure timely, appropriate and effective outcomes. Focuses on pro-active, rather than reactive, responses and solutions.

Requirements:

1. BS / BA from an accredited four year college or university or equivalent work experience. (E)
2. Ten (10) or more years of demonstrated strategic and tactical leadership success with increasing responsibility in information technology plus managed care and health insurance business processes and technology systems. Success in building and leading high performance information technology teams and managing tactical (day-to-day) information operations and staff. Not-for-profit or non-profit experience. (E)
3. Demonstrated depth of knowledge and understanding of and successful work experience in the areas of: IT technologies, support systems and processes; Medi-Cal and California managed health care, IT compliance with HIPAA and all other applicable laws, regulations and requirements; IT support systems and reporting requirements in health plans. (E)
4. Demonstrated experience and effectiveness in leading and managing IT and telecommunications risk assessment and problem resolution processes. Effective in: assessing and communicating criticality of issues; identifying core issues and appropriate, best practice solution sets and their potential fiscal and operational impact; and notifying all impacted departments. Focuses on pro-active rather than reactive responses and problem resolutions. (E)
5. Track record of work of successful large project implementations. (E)
6. Experience working through organizational change. (E)
7. Demonstrated success in building, motivating, managing and retaining productive, customer-service oriented, high performance teams. Demonstrated effectiveness in consensus building and team leadership. Excellent team leader and team player. Works effectively and efficiently in team environments and independently with minimal supervision in diverse, dynamic, deadline driven environments. (E)
8. Demonstrated effectiveness as project manager with experience in managing basic to complex projects from conception to conclusion; resource allocations, project budget management; problem resolution, risk assessment, time management and priority changes. (E)

9. Excellent interpersonal and leadership skills; interacts effectively and appropriately with all levels of management and staff. Proven success in developing and maintaining positive, professional working relationships with all levels of management, staff, consultants, providers, etc. (E)
10. Demonstrated mastery and effectiveness in verbal and written communications including preparation of general business communications, e-mail and interactive messaging. Strong presentation skills. Effective in explaining information technology concepts and systems non-technical professionals. (E)
11. Proficient with the Internet and Microsoft Office applications, including Word, Excel, PowerPoint, and Outlook. (E)
12. A valid California Driver License, with proof of automobile insurance and access to a reliable vehicle, may be required, or the ability to provide alternate transportation if prohibited by a medically documented disability from obtaining a driver license. (E)
13. Physical requirements needed to perform the essential functions of this job, with or without accommodation:
 - a. Mobility Requirements: ability to operate a keyboard and sit for long periods; (E)
 - b. Visual Requirements: ability to read close-up and do close-up work; (E)
 - c. Dexterity Requirements: ability to perform repetitive motion (keyboard) and writing (note-taking); (E)
 - d. Hearing/Talking Requirements: ability to hear normal speech, hear and talk on telephone, speak in a public forum; (E)
 - e. Emotional/Psychological Requirements: ability to deal with public contact and staff; public speaking; decision-making; concentration. (E)

Disclaimer:

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Santa Clara Family Health Plan reserves the right to revise this job description at any time.

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