

SANTA CLARA FAMILY HEALTH PLAN JOB DESCRIPTION

POSITION TITLE: Director of Infrastructure and System Support **FLSA STATUS:** Exempt
DEPARTMENT: Information Technology **DATE:** 1/10/2012
REPORTS TO: Chief Information Officer

PRIMARY PURPOSE:

Provide vision and problem solving on a company-wide level for infrastructure, desktop and application system support, with emphasis on anticipating IT industry future directions and relating those changes to current and future infrastructure needs and projects. Provide any level of project management for single and multiple projects across several channels. Primary management focus is on the implementation and usage of SCFHP network infrastructure telecom infrastructure as well as computer operations strategy. Oversees management of the data center, technical services, production scheduling, help desk, communication networks (voice and data), and computer systems operations. Direct the maintenance and support of all electronic and computerized systems; information processing equipment, and software for the acquisition, storage, and retrieval of information. Set the direction for all information processing and communication systems and operations. Work with CIO or IT Director and senior management to determine network architecture strategies and standards.

CLASS CHARACTERISTICS:

The primary duty is management of the enterprise and/or of a customarily recognized department or sub-department. The incumbent 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; and may concurrently perform other exempt and non-exempt work, in addition to managing the department.

SUPERVISES: IT Operations Staff and Sr system administration

MAJOR DUTIES AND RESPONSIBILITIES:

1. Remain continuously aware of business, technical, architecture, and infrastructure issues and act as a sounding board and consultant to serve as the key resource for improving the design and management of the information systems department operations.
2. Use methodologies to work with departments, teams, and individuals across the organization to facilitate controls over IT operations; oversee the status and monitoring of IT operations improvement efforts and be responsible for facilitating training of appropriate individuals using SCFHP's enterprise managed care information system.
3. Define the infrastructure for the enterprise and identify major areas of development, technical standards and procedures.
4. Apply enterprise vision to all infrastructure projects.
5. Recommend appropriate courses of action to developers, technicians and management on technical and infrastructure issues.
6. Proactively recommend courses of action to maintain cost effectiveness and competitiveness.
7. Oversee all projects within the infrastructure domain; proactively assist in defining direction for future projects.

8. Proactively research and locate the necessary tools and processes to identify troublesome trends as they develop; analyze trends and develop a long-range plan designed to resolve problems and prevent them from recurring while maintaining high service levels for the user community.
9. Ensure a stable performance environment company-wide by monitoring and analyzing problems that occur, ensuring that problems are identified and solved as rapidly and efficiently as possible.
10. Participate in various IT projects intended to continually improve/upgrade the infrastructure, such as evaluation of new software and hardware required to meet a business need or to make a process more cost effective.
11. Continuously strive to improve client support by identifying opportunities and recommending solutions for improving service efficiency and effectiveness, participating in IT initiatives to address service issues, staying abreast of technical aspects of computing environments, having a working knowledge of department-specific applications, and attending seminars and other educational opportunities.
12. Direct the management for all company desktop hardware, desktop software, and desktop and mobile telecommunications equipment including: accurate inventory databases, asset tag management, custodial assignments, and desktop software application licenses
13. Monitor and deploy policies and procedure insuring proper security procedures are performed. Including oversight of desktop encryption and data privacy policies.
14. Provide and manage on-call responsibilities for the infrastructure.
15. Provide and manager utilization and capacity monitoring of networks, data storage, servers, and phones for management reporting and planning.
16. Prepare and review necessary policies and procedures related to infrastructure compliance and audits.
17. Provide advisory and leadership role in the preparation and maintenance of the SCFHP disaster recovery and business continuity plan.
18. Interact frequently with development and operations people as facilitator and client problem solver who works on performance problems, upgrades, design reviews, and application setup/implementation.
19. Develop relationships with professional organizations, peer groups, and industry trade groups to stay current with technology; attends conferences.
20. Under the supervision of IT Management, perform other duties as assigned

REQUIREMENTS: (E = Essential; D = Desired)

1. 6+ years of related experience in infrastructure and network environments performing network engineering, designing, planning, and implementing LANs/WANs using the latest technology.
2. 5+ years of experience in programming and analytical work, as well as project management of major development projects. (E)
3. Significant experience and knowledge in new computing infrastructures and implementation of networked computing structures, in addition to experience with I*net (Inter/intra/ extranet) development and implementation. (E)
4. Previous experience in business process re-engineering or improvement involving broad-based information systems, utilizing tools and techniques to effect business change, and business systems analysis experience. (E)
5. 5+ years of management experience demonstrating high competency in the execution of multiple large projects, competency in strategic thinking and leadership with strong abilities in relationship management, experience in managing resources to meet goals across multiple projects, and experience in leading multidiscipline, high-performance work groups. (E)
6. Experience developing efficient and effective solutions to diverse and complex business problems. (E)
7. Expert knowledge of information systems and networks. (E)
8. Comfort with making project decisions, monitoring progress, and reporting results. (E)
9. Ability to plan infrastructure requirements three to five years in advance and aid others in accomplishing annual goals. (E)

10. Excellent technical knowledge and aptitude in the areas of networks, network topologies, PC workstation configuration and connectivity, network file servers, applicable software, and troubleshooting techniques. (E)
11. Ability to solve network server problems or network infrastructure issues and to manage the performance and capacity of a LAN and WAN environments. (E)
12. Good understanding of the company business and processes, including knowledge of business unit functions and cross-group dependencies. (E)
13. Good judgment and analytical skills. (E)
14. Experience with router configuration. (E)
15. Demonstrated knowledge of network provider services and understanding of SNA implementation principles, routing protocol options, and LAN/WAN principles. (E)
16. Broad range of LAN and WAN knowledge, Frame relay, routers, hubs, bridges, Ethernet, SNA Gateways, TCP/IP, SNMP, 5MB, IP gateways, ATM, HP OpenView,, Sniffers, CiscoWorks.. (E)
17. Familiarity with Client Server systems, with experience in installation and administration of one or more operating systems. (D)
18. Physical requirements needed to perform the essential functions of this job, with or without accommodation: (E)
 - a. Mobility & Dexterity Requirements: ability to operate a keyboard for short periods; withstand intermittent repetitive motion; stand, sit for extended periods, reach, bend, stoop, lift up to 40 lbs.;
 - c. Visual Requirements: ability to see and do close-up work;
 - d. Hearing/Talking Requirements: ability to hear normal speech; hear and talk on telephone;
 - e. Emotional/Psychological Requirements: ability to deal effectively with staff, vendors and other service providers in person and on the phone; maintain focus; concentrate.

DISCLAIMER:

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

Equal Opportunity Employer