Senior Director - Information Technology

Open Door Family Medical Centers has been serving low-income, under-served residents and those lacking access to health care in the communities of Westchester and Putnam counties for more than 40 years, providing high quality primary health care and human services at affordable prices. Open Door’s nationally renowned Community Health Center sites, mobile dentistry units, school-based health programs, and its family practice and dental residency training programs, deliver exceptional value to both patients and the communities it serves, dedicated to engaging men, women and children in healthier lifestyles and creating healthier communities.

This year, Open Door will be the medical home for more than 56,000 patients, providing more than 300,000 visits. Our family medical services include primary medical care, dentistry, mental health, optometry, podiatry, and women’s health in Ossining, Sleepy Hollow, Port Chester, Mount Kisco, Mamaroneck, Brewster, and Saugerties, NY.

Open Door believes that healthcare is a right, not a privilege, with primary care to be affordable and delivered cost-effectively. We believe that healthy individuals and families are the foundation of a caring society, and that those empowered to lead healthy lives contribute significantly to our communities’ success. For additional information, please visit www.opendoormedical.org

Open Door is seeking an experienced Senior Director of Information Technology who will work with a Consulting Technology Strategist to lead, manage and enhance all aspects of network infrastructure, applications and client facing operations. In addition to excellence in managing daily operations, this position will play a key role in assessing, recommending, planning and implementing new technical environments in the context of rapidly changing digital health care delivery systems and cyber security threats. The final organizational stracture of the IT department will be determined based on the experience and capabilities of the successful candidate. The Senior Director of Information Technology reports directly to the President & CEO, has several direct reports and will be based in our administrative headquarters in Ossining, NY.

RESPONSIBILITIES:
• Deliver excellent and reliable operational leadership in all aspects of IT, including, but not limited to, infrastructure, applications, cyber security, recovery, accessibility and performance
• Align with Open Door’s Consulting Technology Strategist to execute Open Door’s technology plan for secure, highly available information and other technical systems
• Provide leadership, supervision and support to IT team’s network and application staff members
• Evaluate and recommend changes to current approach and projects
• Identify requirements, evaluate alternatives, and implement high quality solutions that serve the information and communication needs of the organization
• Recommend future network and digital health applications/systems to meet the organization’s and patient’s needs
• Analyze organizational needs - within the context of digital health delivery systems -, present technology options for current systems and infrastructures, and make recommendations for hardware and software upgrades and implement them effectively
• Drive measurable performance improvements
• Focus on and development of IT staff
• Communicate to and engage Open Door’s staff in key aspects of systems procedures, planned changes, training, system problems and resolutions to problems
• Ensure that the IT team delivers client facing and infrastructure support and services - reliably and consistently - which optimize patient access staff satisfaction.
• Work effectively in partnership with members of the Senior Leadership Team
• Maintain up to date knowledge of Information Technology trends in the health care sector
• Implement and maintain a People First culture where team members are enabled to take accountability, to collaborate cross-functionally, to inspire the best in each other, and to care for each other
• Drive a strong customer service mindset within the IT technical team, driving strong service leadership
• Keep up-to-date on information technology affecting functional area(s) to increase innovation.
• Partner with internal and external technology system providers to plan for short term and future needs; Partner with Procurement in vendor identification and negotiations for required services
• Manage daily operations of IT support services, creating internal and external service-level agreements
• Ensure the reliability, performance, security, efficiency and effectiveness of all assets under management
• Review, approve and enforce proactive and preventative IT policies and procedures including those for security, disaster recovery, architecture, purchasing, application development, lifecycle

REQUIREMENTS:
• Bachelor’s Degree (BA or BS) in Computer Science, Engineering, Business Management or Information Management
• 10-12 years experience – with increasing scope of responsibility - in Information Systems, managing organizational networks and internet, including remote access, web, telephone systems, and email services, preferably in the health care sector
• 5-7 years of supervisory management experience
• Experienced with Amazon AWS Cloud Services, Cisco Unified Communications Systems, and Cisco Switching, Routing, and Firewalls
• Excellent judgment and ability to prioritize resource allocation where they will be most useful
• Expert knowledge in networking concepts in an Hybrid Cloud – On-Premise Environment
• Responsive and comfortable working in a past-faced, high accountability environment
• Excellent ability to supporting a 3Tier environment to deliver health care applications
• Data base management in a Microsoft Sql Server Environment experience would be a plus
• Commitment to strengthen the capabilities of the IT team
• Outcome focused; able to understand current and changing organizational requirements and provide effective solutions
• Strong ability in managing technical change and transition in health care delivery, and yet, maintain excellent in day-to-day operations in parallel
• Outstanding project management skills
• Excellent written and verbal communication skills, including effective communications with people at all computer literacy and knowledge levels
• General accounting and budgetary experience
• Digital health awareness
• Excellence in driving enabling technologies which lead to organizational efficiencies that serve our patients better
• Comfortable in a fast-paced customer service focused environment
• Outstanding analytical capabilities and judgment
• Comfortable receiving and providing feedback
• Leadership skills including personal development, coaching, mentoring, performance management, and employee engagement management
• Committed to support Open Door’s mission health care to low-income, under-served residents in our communities and those lacking access to health care

There are many fantastic benefits to a career at Open Door Family Medical Centers. In addition to working to effect positive change in the health and lives of thousands residents in our communities, Open Door offers its employees a stimulating, diverse and team-based work environment with comprehensive benefits including medical, dental, life insurance, flexible spending accounts, 401(k), generous paid time off, and educational assistance. Aside from excellent benefits, we offer a competitive salary and annual bonuses based on organizational and individual objectives.

At Open Door, we enjoy working in a team-based, patient-centered environment and value the benefits of a diversified workplace that values our patients and the communities we serve.

If you want to make a difference in the lives of thousands of patients in a leadership role and if this Senior Director of Technology position speaks to your leadership capabilities, experience and commitment to improve the health of our communities, please submit your resume and cover letter – with Senior Director – IT in the subject header - to dbatten@odfmc.org

Open Door is an Equal Opportunity Employer