



## **JOB DESCRIPTION**

**Job Title:** Director, Information Technology and Services  
**Department:** Information Services  
**FLSA Classification:** Exempt - Full-time  
**Reports To:** President/CEO

### **Position Summary**

The Director of IT and Services provides the vision and leadership for designing, developing, and implementing technology initiatives that create customer and/or business value in a 24/7 remote contact center environment. Responsibilities include influencing and directing BHR's technology infrastructure and applications' evolution to ensure key business strategies and processes that are driven by systems that enable change, growth, and flexibility. The Director must ensure our technology infrastructure is reliable, secure, cost efficient, and strategically sound, while reflecting business needs and best practice in creating value for the company and our customers. This position coordinates and manages IT vendor relationships and service level agreements.

### **Essential Functions:**

#### **LEADERSHIP**

- Lead, develop, and implement technology initiatives that enable BHR to compete more vigorously and more profitably in a constantly changing and demanding marketplace.
- Translate BHR's vision into technology solutions, procedures, and standards; articulating this critical link to the company stakeholders including the Executive Team, IS staff, and employees.
- Manage, motivate, and develop all staff within the technology group. Ensure the organizational structure is appropriate for supporting BHR's current and future business needs. Recruit appropriate talent.
- Be viewed as a critical voice amongst the Leadership team, driving cross-functional collaboration through the IS team.
- Exhibit principles and practices of customer service and relations to develop and maintain a high level of customer satisfaction with services and products delivered by the IS Department.

#### **PLANNING**

- Lead and coordinate development of IS infrastructure to ensure key business strategies and processes are supported by systems that enable growth and flexibility.



- Develop plans and budgets while considering internal work needs and operating units' approved projects.
- Oversee analysis and evaluation of staffing requirements to fulfill business requirements including directing the evaluation of make vs. buy decisions as they relate to outsourcing vs. in-house provisioning. In addition, identify and develop strategic partnerships with key technology suppliers, licenses and contracts, vendors, and consultant organizations.

#### **TECHNICAL SUPPORT**

- Assist IS staff and vendors in monitoring and maintaining the computer systems and networks of the organization. IS staff will install and configure computer systems, diagnose hardware/software faults, and solve technical problems, either over the phone or face-to-face.
- Develop Standard Operating Procedures and solution documentation ranging from high-level/logical designs to detailed technical designs, build operational guides, and knowledge transfer materials.

#### **EFFICIENCY & EFFECTIVENESS**

- Ensure availability of necessary application systems to support business and operation needs.
- Establish and measure technology performance relative to cost, value creation and customer satisfaction in the key areas of clinical and business systems, operating systems, telecommunications, network management, and desktop support.
- Lead and coordinate selection, installation, operation, support, and maintenance of IS information technology infrastructure (i.e., operating systems, networks, telecommunications, hardware, and peripherals).
- Optimize IS return on technology investment by acquiring cost-justified IT components, as measured by performance, support availability, price, upgradeability, and future industry trends.
- Protect the company and its operations against technology risks, including unauthorized access to information, data integrity problems, loss of processing capability, and poor service levels.
- Be available to respond to off-hours situations, work occasional nights and weekends, holidays, and during times of emergencies and disasters.
- Collaborate with BHR management and staff to ensure all compliance related requirements are met (i.e., HIPAA, SOX, etc.)



**Education, Experience, Competencies and Skills Required:**

- Four (4)-year college degree, MBA desired.
- Two (2) years in a 24/7 environment.
- Approximately five (5) years of increasingly responsible experience in the management and administration of major information technology programs, telecommunication system or function. At least two years of which must have been in a senior management position.
- Seven plus (7+) years of total IT experience including computer operations management, multiple roles in systems implementation, supervision of technical personnel, architecture, security/compliance, business-wide strategic planning, and budgetary responsibility.
- Administrative experience with Salesforce and Microsoft Power BI.
- Well-rounded business background with a broad understanding of nonprofits, healthcare, and call center operations.
- Ability to establish immediate credibility at all levels, inside and outside the organization.
- Ability to understand the relationship between on premise and cloud-based software and mobile device management platforms.

At BHR, we believe that every team member has an integral role in the lifesaving treatment we provide. We are a trauma informed agency, and we hire people who are passionate about our mission and are committed to improving the lives of those we serve through our trauma informed models of practice.

*Behavioral Health Response is an equal opportunity employer and considers applicants without regard to race, color, national origin, ancestry, religion, creed, age, disability, sex or sexual orientation, gender identity or expression, genetic information, veteran status, marital status, or any other legally protected status.*