



Vice President of Operations, Support and Quality Assurance Services

POSITION OVERVIEW:

The Vice President of Operations, Support and Quality Assurance Services is responsible for on-going operations, the support services desk and quality assurance. CORHIO is working to build an IT Infrastructure team. This includes basic infrastructure components, including deskside support, system administration, security compliance, network support, and database services that this role will manage. This position is also responsible for maintenance support of all current participant accounts 24x7x365 for the Health Information Exchange. In addition, this role is responsible for the testing and quality initiatives on existing systems and software currently utilized by CORHIO as well as all release activities associated with new software or new versions of existing systems. This position will lead both the Service Desk and QA Services teams. The VP of Operations, Support and QA Services also maintains the IT infrastructure for CORHIO employees and products to ensure staff can perform their assigned duties and system uptime is maximized, while maintaining system and data security. This role reports to the Chief Information Officer.

RESPONSIBILITIES:

HIE Operations, Service Desk and Quality Assurance Management

- Drive ongoing vendor management activities with a focus on strategic engagement and utilization.
- Work to develop and manage an operational stack within the CORHIO organization which includes traditional IT infrastructure components.
- Conduct strategic and day-to-day planning, direction, and coordination of HIE support services and quality assurance ensuring CORHIO goals are met and participants are satisfied with service levels.
- Manage the overall HIE support services, ensuring tickets are addressed within stated time guidelines and appropriate issues are escalated within CORHIO and with vendors as necessary to ensure a quality service experience.
- Develop meaningful dashboards focused on presenting data and information related to operations and support to drive strategic oversight and direction.
- Ensure testing strategy and quality initiatives on existing systems and software are completed within stated schedules. Support team in managing all release activities across multiple vendors, products and participants in the development, test and production environments. Review analysis of all new software ensuring it meets CORHIO standards.

- Serve as an ongoing liaising with stakeholders and partners, ensuring appropriate communication and escalation is taking place across all entities involved in servicing participants and in testing/release management activities.
- Participate in the development and management of key organizational strategies, policies, and practices.
- Develop and refine operational procedures to ensure adherence to HIPAA, HITECH, and CORHIO policies, as well as promoting ongoing improvements in efficiency and effectiveness.
- Provide regular reporting on service desk and QA efforts to stakeholders in the organization.
- Effectively communicate and/or make presentations to senior level department management on a variety of issues which may include service analysis, process improvement, systems issues, and staffing levels.
- Continually increase knowledge of the health care industry and developments by reading trade publications and other news sources on a daily/weekly basis.
- Accountable for operation server systems, employee hardware, office hardware, telecom systems, asset management and IT budget maintenance, planning and execution.
- Accountable for operational and strategic metrics that drive overall operational effectiveness.
- Manage the overall budget for the Operations, Support and QA Teams as well as CORHIO IT.
- Own Change Management process and build new ITIL processes to include Major Incident Management and Problem Management functions within the organization.

Workforce Management

- Manage the overall HIE Operations, Support and QA services staff for HIE.
- Collaborate with staff resources and peers in knowledge sharing, problem solving, and providing positive leadership.
- Work in concert with the Implementation and Innovation teams to ensure close coordination in supporting participants and new products/services.
- Create and manage team goals and performance metrics based on CORHIO's overall annual goals and KPIs.
- Mentor team as needed with responsibilities that include recruitment, hiring, training on policy, procedures, and departmental practices, career development, performance appraisals, disciplinary actions, and staffing recommendations.
- Exercise initiative in developing operational goals, personal goals, and leadership development programs for team members.

SKILLS, EXPERIENCE AND ATTITUDE REQUIREMENTS:

- At least 10 years multifaceted experience in infrastructure support services
- Experience conducting and developing and quality testing
- Experience with technology roadmap development

- Complex IT system infrastructure experience to include network engineers, system administration, or advanced application support
- Experience with dashboard creation, management and oversight
- Solid service desk experience and understanding of the health care industry
- Experience with vendor management
- Outstanding communications skills
- Proven leader of dynamic, diverse teams
- Skilled negotiator
- Goal-oriented and motivated to meet and exceed expectations
- Passionate about continuous process improvement
- Able to shine in a fast moving, ever changing environment
- At least five years of experience managing professional level staff in a strategic capacity
- Ability to lead meetings attended by Sr. Executives, manage expectations and drive consensus
- Team Player and proven leader of technical and non-technical staff

SUCCESS FACTORS:

- Strong initiative, a solid work ethic and willingness to do what it takes to achieve aggressive goals
- Outstanding verbal, written, and interpersonal communication skills at all levels
- Able to simultaneously wear tactical and strategic hats
- Ability to excel in an entrepreneurial, fast-paced, results-oriented culture
- Excellent organization and time management skills
- Ability to create project plans and manage staff, participants, and external vendors to meet deadlines
- Willingness and desire to learn about complex health care trends, including understanding the impacts of consumer-directed health care and health care reforms/legislation on health care providers
- Demonstrated ability to make rapid, sound decisions with limited information
- Comfortable with changing priorities and evolving processes; willing to proactively assist in development of best practices for the longer term
- Team player with all CORHIO staff, external community members, and vendors
- Strong sense of personal responsibility in achieving CORHIO's goals and mission

LOCATION:

Offices are currently located in Cherry Creek.

WORKING CONDITIONS:

Standard office environment with frequent computer use.

TOTAL COMPENSATION:

Competitive salary and benefits package. CORHIO's benefits package includes an annual cafeteria plan allowance that allows employees to elect various offerings and tailor the plan to best suit their personal needs. CORHIO employees are eligible to participate in the company's 403b plan. In addition, employees are provided annual Personal Time Off, Short- and Long-Term Disability, and Life Insurance. Note: No relocation monies are available.

CONTACT INFORMATION:

E-mail resume and salary requirements to: [hiring@corhio.org](mailto: hiring@corhio.org) and include position title in Subject. No phone calls please. ABSOLUTELY NO RECRUITERS!

ABOUT CORHIO

Improving health through enhanced use of information technology and data exchange is the heart of what we do. We manage one of the country's largest and most successful health information exchange (HIE) networks, provide advisory services that help healthcare professionals effectively use technology and improve care delivery, and supply health plans and accountable care organizations (ACOs) with valuable data that enhance analytics and population health programs. As an independent, nonprofit organization, we are dedicated to serving all of Colorado's healthcare stakeholders.

Our Mission: CORHIO empowers people, providers, and communities by providing the information they need to improve health.

Our Vision: Harnessing the power of data for health and vitality.

Our Values:

Building Community through Collaboration

Pursuing Innovation with Determination

Making a Commitment to Excellence through Life-Long Learning

Deliberately Creating a Fun and Respectful Environment

Delivering with Integrity and Accountability

Colorado Regional Health Information Organization (CORHIO) is an Equal Opportunity Employer (EOE). Upon becoming a Workforce Member of CORHIO, CORHIO may, at its discretion, conduct a background check.