Job Description

UHIN
DRIVING HEALTHCARE SOLUTIONS FORWARD

Job Title   IT/DevOps Director
Reporting Supervisor   CTO
Team   IT/IS - Cloud Platform

Position Summary

UHIN is on a mission to create a more connected health care system that drives innovation, collaboration, and inclusiveness. At UHIN you can help make a significant difference in the world of healthcare by providing solutions to both improve the care patients receive and reduce the costs of providing those services to health care professionals. The IT/DevOps Director would specifically be the leader within the infrastructure/Platform area who work's hands on with cloud technologies. You and your team will partner with Product Teams to set direction, partner with Engineering Leadership to drive key initiatives, mentor/coach other member of the Platform team, and continuously look for opportunities to automate, apply new AWS features, and drive the team for continuous technology modernization while reducing technical debt.

Primary Expectations/Responsibilities

About you

You're adaptable. You can pivot, flex, and prioritize quickly. You can quickly juggle multiple competing priorities, communicate cause and effect, see around corners, and shield your team from distractions. All while helping to drive and execute on strategy, execute on key initiatives, remove obstacles for your team, and help them grow technically.

You're creative. You find deficiencies and advocate for continuous improvement; you seek creative solutions properly balancing organizational needs with making progress on key imperatives, reducing technical debt, and maintaining the current environment to meet contractual SLAs.

You're good under pressure. Part of your role is also Incident Manager for Engineering Health. If there is a production outage and/or performance degradation it is your responsibility to make sure the right technical Engineering experts are on it, working to restore conditions back to normal, authoring RCA's (root cause analysis), and improving the relationship with stakeholders.

You communicate well. You are responsible for organizing and prioritizing your team's work, you help facilitate support tickets across teams, you hold your team accountable for meeting team and personal goals, you do not hesitate to schedule meetings if there is stagnation and/or ambiguity.

Knowledge, Skills, Abilities, Experience, or Characteristics

- Responsible to set and drive the technical strategy and roadmap for infrastructure and devops
- Drives and facilitates effective collaboration and communications across engineering with focus on platform reliability, technical debt elimination, achieving key imperatives, advancing the platform, and meeting team and individual metrics.
- Build consensus among a diverse group of engineering stakeholders, including facilitating resolution to challenges that arise from processes that span across teams with the ability to balance priorities due to outage impact, stakeholder contracts, or internal noise.
- Identify current-state baselines metrics and target performance metrics for future state while creating/communicating/setting a Platform multi-year roadmap. This includes process improvement in the space of CI/CD, AWS Cost Savings, maintaining SLA's, hitting metrics, and increasing quality/throughput.
- Educate on IT strategy, as well as educating/influencing Senior Leadership on the direction of the IT/ DevOps team, especially when it comes to technical debt, platform transformations, and roadmap vision.
- Work with internal colleagues/peers to ensure they have the appropriate information and knowledge at hand to be successful in meeting product deadlines, as well as close partnership/collaboration with product teams to ensure a complete of that vision.
- Responsibilities will include incident manager, prep/production, and hot fix release facilitator.
- As IT/ DevOps Director you are will be empowered to lead change, drive the technical roadmap, assist junior team members with their learning and help them expand their technical skills. In addition, you will provide input into team's priorities, write/deliver year end datapoints/feedback on team members performance.

Qualifications	
Required	- Bachelor's Degree in Computer Science, related technical field, or equivalent practical experience. - Strong verbal and written communication skills and an ability to work in a team environment - Strong technical problem-solving abilities - Experience facilitating process improvement workshops and building consensus on a plan for continuous process improvement. - Ability to motivate, energize and drive performance from your team (direct or matrix management) with a multi-year roadmap. - Prior experience leading technical teams - Experience developing systems of medium-to-large scope and complexity. - Works with stakeholders to identify and prioritize opportunities for innovation in the existing systems and technology.

Preferred	● Prior experience supporting Infrastructure in a DevOps, Systems Engineer, or Software Engineer role ● Experience with public cloud technologies (AWS Preferred) ● Working knowledge of healthcare (HIPAA Regulations, PHI, etc.)

Comments

This position may be exposed to PHI on a regular basis; however, only accesses the minimum necessary for completing tasks. In doing so, this position must comply with all UHIN Policies and Procedures with specific regard for PHI Privacy and Security sections and maintain confidentiality with regard to the information being processed, stored or accessed by the network.

Tools and Equipment Used
Personal computer including; email, internet, word processing, spreadsheet and data base software; phone; copy machine; fax machine and other office machinery.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment is generally quiet.

Other
The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Approvals

_____   _____

Supervisor   Date   _____

HR Director
Date