



CANONCITO BAND OF NAVAJOS HEALTH CENTER

PO Box 3338 / 129 Medicine Horse Drive – To’Hajiilee, NM 87026 INC.
Phone (505) 908-2307 / Fax (505) 908-2310

IT DIRECTOR Position Description

Department:	Information Technology
Job Code:	
Pay Range:	
Hours/Week:	40 hours
Position Type:	Full-Time

Reports To (Title):	Chief Operations Officer
Classification:	Exempt
Effective Date:	February 27, 2025
Revised Date:	

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Canoncito Band of Navajos Health Center Inc. (CBNHC) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver’s license.
- Comply with all CBNHC policies and procedures, as well as all applicable laws.

POSITION PURPOSE

The IT Director is a senior-level professional responsible for overseeing all aspects of information technology within CBNHC, including managing IT infrastructure, implementing and maintaining electronic health records (EHR) systems, ensuring data security, and aligning technology strategies with the organization’s clinical and operational needs to optimize patient care and business operations. This role is under the administrative supervision of the Chief Operations Officer (COO) and will provide management, leadership, and direction for the IT Manager and IT Staff. This position will collaborate closely with leadership, staff, and vendors to identify technology solutions that enhance patient experience and streamline workflows while adhering to strict healthcare regulations. By overseeing operations, leading teams, and implementing best practices, the IT Director will contribute to the success of the organization, its technological capabilities and patient loyalty/satisfaction.

ESSENTIAL DUTIES, FUNCTIONS AND RESPONSIBILITIES

Technical Infrastructure & Operations Management

- Leads the development and implementation of comprehensive IT strategies aligned with the organization’s goals for the design, deployment, and maintenance of technical infrastructure, including networks, servers, healthcare IT systems and practice management software, storage systems, patient portals, and cloud platforms.
- Ensures high availability, scalability, and security of technical systems to meet business requirements.
- Stays up to date with emerging technologies and trends and evaluate their potential for improving operational efficiency.
- Establishes and enforces efficiency and efficacy standards, standard operating procedures (SOPs) to streamline technical operations and ensure consistent performance.
- Monitors system performance, troubleshoots issues, and leads resolution efforts to minimize downtime and disruptions.
- Implements disaster recovery plans and procedures to safeguard critical data and systems.
- Collaborates with cross-functional teams to define operational metrics, tracks performance, and implements improvements as needed.
- Prepares and delivers operational or progress reports. Reviews department reports, addressing potential conflicts and/or misinformation.

Team Leadership

- Partners with Human Resources staff to review job descriptions, interview candidates and recommend selections to fill vacant positions.
- Recruits, trains, mentors, and motivates a team of technical professionals, providing guidance and support in their career development.
- Fosters a collaborative and innovative work environment, promoting knowledge sharing and cross-functional collaboration.
- Conducts performance evaluations, provides feedback, and addresses performance issues in a timely manner.

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- Ensures staff compliance with established control systems and policies and procedures.
- Serves on and participates in at least one organizational committee.

Vendor and Budget Management

- Evaluates and selects vendors and service providers and manages vendor relationships to ensure effective delivery of technical services.
- Develops and manages the technical operations budget, tracking expenditures, and identifying cost optimization opportunities.

Compliance and Security

- Ensures compliance with relevant regulations including HIPAA, industry standards, and best practices in data privacy, access controls, security, and disaster recovery.
- Implements and maintains robust security measures to protect the organization's technical infrastructure and sensitive information.
- Facilitates IT security audits or investigations.

Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

Experience

Minimum of eight (8) years in IT and leadership roles.

Minimum of two (2) years in working in a health-related field.

Education

Bachelor's Degree in Computer Science, Information Technology, Programming, Engineering or relevant field *OR* equivalent work experience (8+ years) in technical operations, infrastructure management, or a similar role.

Mandatory Knowledge, Skills, Abilities and Other Qualifications

- Must be able to carry out the essential duties, functions and responsibilities.
- Ability to support, maintain, and improve major Information Technology (IT) systems including hardware and software administration, RPMS, Electronic Health Record System (EHRS), Windows and UNIX base servers, LAN/WAN systems.
- Deep understanding of healthcare IT systems, network infrastructure, data management, cybersecurity practices, and data privacy principles.
- Familiarity with medical terminology, healthcare regulations (HIPAA), and clinical workflows.
- Strong leadership and supervisory skills; ability to manage and lead an IT team, including project management, staff development, and performance evaluations.
- Ability to identify, analyze, and troubleshoot complex technical issues and develop effective solutions, with a focus on continuous improvement.
- Advanced computer literacy, knowledge of industry best practices, and experience with computer hardware, software systems/applications, and the latest developments in the information technology sphere.
- Strong understanding of directory, file structure, systems, networking, user & permission management, troubleshooting, and technical support.
- Experience and comfort in communicating and negotiating with C-Level Executives. The ability to speak IT to end users that may not speak IT (This is a client facing position).
- Excellent verbal and written communication skills.
- Must be able to maintain confidentiality at all times.
- Proficient in Microsoft Office Suite or related software.

PREFERRED QUALIFICATIONS

- Bilingual skills in English and the Navajo language.
- Experience working in IHS or a tribal healthcare facility.
- Master's degree in Information Technology, Computer Science, Engineering or relevant field.
- Certification and proficiency in a coding language (.NET, Visual Basic, C++, or SQL).

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.

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Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Taking and hearing are essential to communicate with patients, vendors and staff.

Mental Demands

There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

OTHER

All employees must uphold all principles of confidentiality, HIPAA and patients care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to this position. Employees will be asked to perform other duties as needed.

APPLICATION INSTRUCTIONS

- Read instructions prior to completing application form; incomplete applications will not be considered.
- Submit an application, resume and letter of interest to one of the following methods:
 1. E-mail to Humanresources@cbnhc.org
 2. Mail to Canoncito Band of Navajos Health Center Inc., ATTN: Human Resources, P.O. Box 3338, To'Hajiilee, NM 87026
 3. Deliver to the CBNHC Human Resources Office, 129 Medicine Horse Dr., To'Hajiilee, NM 87026

Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision.