



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 MANAGER
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:	May 10, 2022
Revised Date:	February 20, 2024

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 Manager will oversee the support, service operations, and functions of CBNHC's information technology (IT) department. The IT Manager will evaluate and develop information solutions, employing their skills to identify opportunities and risks for the organization. They will plan, coordinate, and direct IT activities, making decisions to meet business and user needs, and facilitate the installation and maintenance of new equipment, systems, hardware, and software. This role is under the administrative supervision of the Chief Operations Officer (COO) and will provide management, leadership, and direction for IT department employees. The IT Manager will work closely with key leaders, employees, and vendors to provide best-in-class support and services.

ESSENTIAL DUTIES, FUNCTIONS AND RESPONSIBILITIES

Supervisory Responsibilities

- Partners with Human Resources staff to review job descriptions, interview candidates and recommend selections to fill vacant positions.
- Onboards and trains IT staff and coordinates the system-related training of all new employees and existing staff.
- Administers schedules, leave requests, and training requests for direct reports. Identifies employees' training needs, and initiates actions to request necessary training.
- Prioritizes and assigns team members to projects, directing the day-to-day operations of the IT Department.
- In coordination with the CEO, COO and Human Resources staff, provides time and constructive evaluations, promotes, demotes, develops, and disciplines staff in accordance with the personnel policies and procedures.
- Ensures staff compliance with established control systems and policies and procedures.

Duties/Responsibilities

- Collaborates with users, vendors, technicians, and managers to understand and assess computing and system needs and requirements.
- Analyzes current CBNCH IT framework and business needs to identify risks, opportunities, faults, and areas for development to design IT solutions that solve issues effectively.
- Strategizes with other key leaders on how to best align IT systems with the organization's objectives and communicates the goals, policies, and procedures of the company to the IT team.
- Executes well-thought-out solutions and plans to improve the organization's IT efficiencies, overseeing and facilitating the installation and maintenance of new equipment, systems, hardware, and software.
- Evaluates network configuration and security, application usefulness, upgrades and improvements.
- Ensures that projects and tasks are completed within specification, on time, and within budget. Reports issues, advances made, and other important information to stakeholders.
- Maintains robust systems processes and ensures compliance with relevant regulatory bodies.
- Provides technical and customer service and support to internal users, which includes maintaining hardware, software, proper licensing, and providing training.
- Develops and maintains partnerships with external IT vendors and service providers.
- Keeps abreast of technology trends and developments.

IT MANAGER

Position Description

- Prepares and delivers operational or project progress reports. Reviews departmental reports, addressing potential conflicts and/or misinformation.
- Implements and oversees operational budget and expenditures.
- Maintains adequate supplies and equipment on hand, re-ordering and/or approving purchases as needed.
- Develops and implements business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss. Communicates with all departments on specific needs and/or problems.
- Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

Experience

Four (4) to six (6) years of relevant work experience.

Education

- Bachelor's Degree in Computer Science, Information Technology, Programming, Engineering or relevant field *OR* an equivalent combination of education and experience.

Mandatory Knowledge, Skills, Abilities and Other Qualifications

- Must be able to carry out the essential duties, functions and responsibilities.
- Ability to support and maintain major Information Technology (IT) systems including hardware and software administration, RPMS, Electronic Health Record System (EHRS), Windows and UNIX base servers, LAN/WAN systems.
- Proficient in Microsoft Office Suite or related software.
- Excellent analytical, diagnostic, and problem-solving skills.
- Outstanding organizational and time-management skills; experience in project management a plus.
- Strong supervisory and leadership skills.
- 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.
- Knowledge of databases, system security, internet security, and data privacy principles.
- A team player with excellent communication and interpersonal skills; ability to explain technical problems and offer solutions to those without technological training.
- Must be able to maintain confidentiality at all times.

PREFERRED QUALIFICATIONS

- Bilingual skills in English and the Navajo language.
- 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.

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.

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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
- For more information, contact Christina Chavez at (505) 908-2307 ext. 119

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.