Job Title: IT Manager

Fulltime position

Reports to: Chief Operating Officer

Job Summary:

The IT Manager is responsible for the overall planning, organizing, and execution of all IT functions for Vulcan Imaging Associates. This includes managing all IT operations to meet internal and external customer requirements as well as support and maintenance of existing systems *and* applications, along with development of new technical solutions *as required*.

The IT Manager will also provide proactive management and troubleshooting of hardware, software and networking issues.

The IT Manager will participate in the implementation of the mission, vision and values of Vulcan Imaging Associates (VIA).

Primary Job Responsibilities:

1. Ensure consistency and manageability of existing applications by creating, maintaining, and enforcing standards/procedures for implementing technical solutions.
2. Support all VIA computer hardware, software and systems; including troubleshooting, shipping/receiving, and inventory management.
3. Stay informed on new technologies that would enhance the company's operations and workflow.
4. Serve as a liaison with vendors and partners for various systems and software applications.
5. Provide end user assistance, troubleshooting, issue resolution, installation and reinstallation services in support of computers, applications, peripherals, and devices.
6. Provide remote and on-site support
7. Manage and prioritize the IT workload demands of the practice.
8. Perform ongoing review of current systems for maintenance, consistency and enhancements to benefit the overall workflow; including monthly, weekly and daily inspections to *proactively* prevent or solve system downtime.
9. Ensure the security and integrity of VIA's information systems to include development of policies, procedures and controls to protect against unauthorized access and other threats.

10. Perform risk assessments, monitor activity, investigate incidents and work with VIA team members and clients to identify vulnerabilities while recommending solutions.
11. Develop and maintain relationships with clients, Radiologists and external vendors.

Qualifications:

1. Proven technical skills including Active Directory, cloud computing, server management, networking (switching, routing, DHCP, DNS), etc.
2. Business acumen
3. Critical thinking skills
4. Customer/client focus
5. Excellent written and verbal communication skills

Education and Experience:
1. Minimum of 5 years of IT experience in a leadership role
2. Associate or Bachelor degree in Information Technology or Business *required*
3. Radiology or healthcare experience preferred
4. Experience with PACS and dictation software strongly preferred

Other Requirements:
1. Time management skills
2. Friendly and approachable with a positive attitude
3. Communication skills: must be able to communicate technical concepts to non-technical users
4. Problem-Solving skills: ability to quickly learn and understand new technical concepts and apply them effectively.
5. Understanding of the principles and practices of health care administration, fiscal management, human resource management, government regulations, compliance requirements and reimbursements.

Equipment Operated: Standard office equipment including computers, laptops, workstations, printers and all peripherals.

Work Environment: This job operates in a professional office environment with the ability to travel locally as end users may need help. This is a hybrid role with remote options available.

Physical Requirements: Must possess the physical and mental abilities to perform duties throughout the day. Must be able to operate a PC by use of a mouse and keyboard. Ability to lift and move up to 50 lbs.

Travel: primarily local during business hours. Some after hours and weekends may be necessary for special projects.