



INFORMATION SYSTEMS MANAGER

The PROGRAM

Alameda County CARE CONNECT (AC3)

is an ambitious and innovative program that focuses on people experiencing homelessness and people with complex physical, mental, and social conditions who need care coordination across multiple systems, such as emergency services, hospitalizations, and law enforcement to obtain good treatment outcomes.

accareconnect.org

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AC CARE CONNECT

is recruiting for an

Information Systems Manager*

\$105,476.80-\$141,148.80 Annually

Plus, an excellent benefits package!

***Provisional-Project Appointments:** For a **provisional appointment**, a civil service exam is not required; however, to obtain a regular position, the appointee will need to compete successfully in a County Exam when open. This is also a **project position** and project positions are generally for a specific duration. Candidates for the project positions must meet the minimum qualifications for this position.

The POSITION

Under direction of Information Technology Director (or a Deputy Director), to supervise, plan, and coordinate the work of technical and professional information systems staff involved in developing, evaluating, and implementing the most complex and varied management of health information systems for the purpose of improving care coordination for the health care services programs and operations; and primarily to lead, coordinate, and participate in organizational and management analysis; and to do related work as required.

Distinguishing Features:

This position is responsible for supervising and coordinating the acquisition, implementation, onboarding and maintenance of a department's information system capabilities. The Information Systems Manager has responsibility for supervising information systems staff, at least one of which is at a professional level (Information Systems Coordinator or Information System Analyst) as well as Senior Management Analyst and Management Analyst staff responsible for data request fulfillment.

EXAMPLE OF DUTIES:

- Collaborate with HCSA leadership and external partners to leverage the Alameda County Social Health Information Exchange (SHIE) to support data-informed program development, quality improvement, and problem solving. This position will lead their team in translating, communicating, designing, and actualizing analytic solutions with and for (non-technical) program partners to support their needs. Will require a strategic understanding of the data analytics, and available data in the SHIE.
- Develop and execute a comprehensive roadmap and strategy for managing the data and analytics for the SHIE Data Exchange Analytics Unit which includes supporting and hiring a growing staff, cooperative leadership with the Data Exchange DevOps Unit of existing technology vendors, and communicative partnership with HCSA leadership and external partners. The Data Exchange Unit (currently part of AC3 – a Whole Person Care project) is supporting the future data and analytics technology for the Agency so this position should be the prime driver of assessing opportunities to drive operational efficiencies (i.e. consolidation of data analytics platforms, adoption of new technologies) and data analytics strategy.
- Bridge, integrate, and extract meaning from different data sources within HCSA and from partners held in the SHIE and Salesforce, as well as new feeds that become available. A key role will be to understand a wide variety of data (e.g. clinical, mental health, jail, housing, etc.), highlight strategic insights, and ensure soundness for both internal reporting and partner communications. This position will develop key communications to internal and external partners, developing presentations that interpret the information in understandable form for technical and program audiences.
- Manage the ongoing design, implementation, maintenance, and support of data warehouse system, including the following components: Database, Meta Data, Query Tools, and Data Marts. This position will also manage and lead the development of analytical Data Marts and the Business Intelligence (BI) solution, currently Power BI, including dashboard reporting, customization, training and development of support staff and related backend data integration with the SHIE. Be prepared to support the integration of a Population Health BI tool (may be supported within the SHIE).
- Leverage and expand the existing internal structure for communication with leadership for outcomes and metric development and ensure HCSA adoption and alignment of development of these standards with HCSA business practices. Direction of the lead data analyst, to support a rapid cadence of evaluation of the analytics and reporting team's backlog and communication with leadership in the agency to prioritize. Define and build dashboards for key outcomes and performance metrics and on new initiatives and enhance visualization and virtualization capabilities of the same.
- Partner with the DevOps team to oversee and guide QA and review processes for the team as an internal development shop. Develop a communications process for external partner sources whose data may present challenges to providing reliable data in the SHIE and associated applications like the Community Health Record (CHR).
- Continue and expand the documentation and management of operating policies and procedures (i.e. data model, business glossary, data cleansing and normalization), data stewardship, security constraints, and dependency rules. Coordinate with the DevOps team to ensure collaboration on all of these initiatives.
- Lead the staff in refining and improving enrollment process for services administered by HCSA. This will include but not be limited to validating queries to eliminate duplicate persons and overlapping enrollments and coordinates with business operations to resolve.

INFORMATION SYSTEMS MANAGER

(Click above for comprehensive job description.)

MINIMUM QUALIFICATIONS:

EDUCATION:

Possession of a Bachelor's degree from an accredited four-year college or university (120 semester units or 180 quarter units) with a major in MIS, Computer Science, Computer Engineering or a closely related field may be substituted for two years of the required experience; **AND**,

EXPERIENCE:

The equivalent of four years of full-time paid experience in information systems performing duties such as system analysis, application development, system evaluation, selection and implementation, or network administration. At least one year of experience must include direct supervision of other professional and technical information systems staff.

APPLICATION & SELECTION PROCESS

Applications will be screened according to the minimum professional qualifications outlined in the County job description. Meeting the minimum qualifications does not guarantee advancement to the interview process; only the most suitably and best qualified candidates will be invited to participate.

An Alameda County Application is required to be considered for this recruitment. Please note the County website is only for permanent positions. In order to apply to the provisional-project Information Systems Manager position advertised in this brochure, you will need to submit your application via email.

Please email a **County of Alameda Job Application**, resume and cover letter to **ACCareConnectJobs@acgov.org**

The **application template** is available online on Alameda County's On-Line Employment Center at **jobaps.com/alameda**

NEW USERS can click on "New User Registration" to fill out an application template. Once the application is completed, candidates can click on the "Review" tab to "Print My Application", and either 'PRINT TO PDF' or 'SAVE AS PDF'. A **PDF or digital scan** of the application **must** be submitted to the email address above.

Alameda County is an equal opportunity employer who values diversity.

In addition to a competitive salary, employees also enjoy an attractive benefits package with the following elements:

For your Health & Well-Being

- Medical and Dental HMO & PPO Plans; Vision
- Basic and Supplemental Life Insurance
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Short and Long -Term Disability Insurance
- Employee Assistance Program

For your Financial Future

- Deferred Compensation Plan (457 Plan or Roth Plan)

For your Work/Life Balance

- 11 paid holidays and up to 4 floating holidays
- Vacation and sick leave accrual; Management Paid Leave
- Vacation purchase program
- Employee Mortgage Loan Program
- Commuter Benefits Program
- Employee Discount and Wellness Programs
- Child Care Resources

**For a full list of benefits and related information, please see the job description.*