



SVP of Information Technology

General Summary

The Senior Vice President of Information Technology reports to the CEO and will lead staff responsible for infrastructure development and maintenance, security, hardware maintenance, customer service and help desk functions, system testing, and all phases of IT implementation of new customers for all of LucidHealth.

Principle Duties and Responsibilities

- Provide leadership and direction for several groups providing technical operations and infrastructure, 24 X 7 customer support, and integration of new customer sites into the diagnostic workflow. This position will oversee the IT Help Desk and all corporate and radiologist customer support, infrastructure and network development and maintenance, and clinical systems and integrations.
- Responsible for the operations and maintenance of all computer systems including medical imaging, voice recognition, network, data analysis, billing and all corporate support systems. The SVP of IT is responsible for operations and support of all systems used in the diagnosis of radiology exams by physicians and support staff across LucidHealth, including network and infrastructure support. This group provides mission-critical support 24 X 7.
- Responsible for the integration and support of new customer sites and practices into the standardized workflow and systems developed by LucidHealth. This work involves the adaptation of workflow, integration with clinical systems like PACS and RIS systems through DICOM and HL7. The clinical integrations group also addresses any changes to existing workflow or issues that may develop with customer integrations in partnership with the Integration Management office and Implementation managers.

Essential Functions

- Provide input to the strategic direction of IT, directly influencing the business direction in new and existing products and systems as well as upcoming integration efforts with new acquisitions and new customers.
- Work in conjunction with Integration Management Office and Practice Management to resource plan and prioritize new integrations, development projects, and infrastructure development/maintenance to best utilize limited resources
- Implement a service transformation plan by establishing a IT shared service with service level agreements, metrics for IT performance tracking and customer satisfaction tracking
- Participate in the development of the strategic information technology plan, processes and solutions in coordination with the CTO.
- Coordinate and drive the business relationship with key internal partners and significant external partners.
- Develop IT business plans and budget plans that support both the long-term and the short-term objectives of the company.
- Direct the development and reporting of performance metrics and direct actions to continuously improve managing the business of IT.
- Prepare/review budgets for business plans ensuring that maximum value is provided to the company.
- Operate areas of responsibility within approved budgets and staffing levels. Prepare management reports.
- Effectively oversee and develop a team of direct reports and indirect reports.
- Develop a strong working knowledge of clients' and users' businesses.
- Ensure that projects meet clients' and users' business needs and expectations of quality.
- Maintain direct communication with senior and middle management.
- Communicate with the customer and IT management by producing monthly status reports that illustrate project progress against plans/budgets.

- Lead presentations to senior management across the company to keep them informed of the financial status of IT initiatives and projects, performance against planned objectives, and future strategic directions and associated impact on expenses.
- Evaluate external advancements in the IT industry to improve customer/user satisfaction, reduce operating expenses and maximize revenues.

Preferred Technical Skill Sets

- Project management
- Data analysis concepts
- Virtual machine environments and operations
- Networking systems for local and wide-area networks
- Storage area networks
- Backup techniques for files, databases and virtual machines
- Management of DICOM transfer, viewing and archive systems
- Management and monitoring of HL7 interface system
- Budgeting and consistently ensuring expenses align with budgets
- Oversight of clinical information systems
- Prioritizing projects and resources to align with strategic initiatives and delivery dates

Knowledge, Skills, and Abilities Required

- BS in related field and at least 15 years of experience in the Information Technology arena, at least 10 years management and strategic experience in this field or MBA/MS in related field with 10 years of experience, 7 of which must be managerial and strategic.
- Technical Capability
- Business Acumen
- Strategic Thinking
- Customer/Client Focus
- Leadership
- Problem Solving/Analysis
- Performance Management
- Ability to actively communicate, inspire and motivate all levels of staff
- Ability to think and act strategically and proactively
- Strong writing and presentation skills
- Willingness to perform all duties as assigned

To apply, send resume to Kristin Gallucci at kgallucci@lucidhealth.com