



Senior PACS Engineer

General Summary

The Senior PACS Engineer is responsible for providing end-user and system design and support for all information systems within the organization. The position will be responsible for promoting an environment that embraces new technology and industry best practices as tools to help in primary goals of delivering the highest quality support to our customers.

Principle Duties and Responsibilities

- Perform daily system maintenance checks and monitoring.
- Handle support escalation issues from IT Operations and IT Clinical Operations.
- Strong system architecture and design.
- Advanced PACS administration.
- Advanced network administration.
- Advanced Hyper-V Clustering administration.
- Advanced DICOM Systems administration.
- Advanced storage administration.
- Advanced server administration.
- Advanced application support.
- Virtualization support.
- Interface with vendor service personnel during problem resolution.
- Performs other duties as assigned.

Additional Responsibilities

- Utilizes IT Operational support systems to include the Customer Support Center, Control, Problem Management, Incident Management, Event Management, Configuration Management, Release Management, Access Management, and other systems as required; leads the development of these systems through feedback and analysis, and assists in enforcing the support and use of these systems throughout IT.
- Builds and maintains vendor relationships to ensure products and/or services meet the business needs and objectives of the organization.
- Works to minimize systems outages or downtime for users and the effects of outages on users.
- Sets the example for providing fiscal responsibility in the use of the organizations resources by designing, implementing, and maintaining solutions to best utilize those resources in areas of responsibility.
- Applies project management principles, industry best practices, and Project Management Office (PMO) methodologies to all assigned projects.
- Ability to spearhead large complex projects involving cross-functional departments with respect to the systems and applications under their responsibility that maintain a high impact to customers.
- Knowledgeable of and adheres to the organizations policies, processes, procedures, standards, and guidelines governing privacy, security, and disaster recovery/business continuity.
- Develops, implements, and/or maintains systems following IT Information Assurance policies, processes, procedures, and guidelines and industry standards to address security, privacy, and disaster recovery/business continuity needs to protect the organizations information and resources at established, defined levels.
- Actively protects sensitive, classified, and confidential information.
- Uses and accesses systems and information only for authorized purposes and in accordance with security procedures and guidelines to perform job duties as assigned.
- Maintains individual accountability for security controls and measures (e.g., individual passwords are not shared with other users).
- Reports suspected security and/or privacy incidents following established organizational procedures.

- Follows established procedures to conduct reviews and audits of systems and information for assigned areas of responsibility.
- Maintains systems to keep information and resources secure and safe from known vulnerabilities to include updating applications and systems with security patches and code updates, applying appropriate virus protection, and testing changes before placing into production environments.
- Assists Information Assurance staff in the development and refinement of Information Assurance standards, policies, procedures, processes, and guidelines.

Knowledge and Skill Requirements

- 6-8+ years of experience in application/systems design and support
- Bachelor's degree preferred or equivalent experience
- Microsoft Certifications a plus
- A+, N+, Certifications a plus
- Strong skills in the use of PC desktop applications such as Word, Visio, Excel, PowerPoint, MS Project.
- Excellent communication skills with all types of employees and management
- Proven experience in IT project management and systems implementations.
- Knowledge of information systems principles, methodologies and assumptions required.
- Previous healthcare experience desirable.
- Ability to modify work schedules and practices to meet job requirements - this includes being on-call afterhours as required.
- Experience in Fuji Synapse
- Nimble Store experience is a plus
- Experience or knowledge around network security
- Azure (Cloud-Based) application experience, preferred.
- Laurel Bridge experience a plus.

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