

IT Manager

**Hasso Plattner Institute for Digital Health
Icahn School of Medicine at Mount Sinai**

Locations: New York, New York

Categories: Information Technology

Req ID: 2689696

Job Description

Strength Through Diversity

Ground Breaking Science. Advancing Medicine. Healing Made Personal.

Role & Responsibilities:

The IT Manager will be responsible for the day-to-day activities within the Hasso Plattner Institute for Digital Health. The IT Manager assists the Associate IT Director in implementing operational policies and procedures and ensures operational efficiency is maintained throughout the department.

Specific responsibilities are outlined below:

- Act as the initial point of contact for all computer related concerns
- Install and configure computer systems and applications within the department
- Provide technical support and consultation on the installation, configuration, upgrading, troubleshooting and repairing applicable software, hardware and peripherals devices
- Complete detailed reports listing requests to technical assistance, steps taken to resolve them, and the specific dates/individuals involved in internal ticketing system
- Evaluate and prioritize customer support cases
- Provide Level 1, 2 & Level 3 operational and technical support to users via telephone, remote desktop tools, and in-person.
- Responsible for placing and tracking departmental IT orders
- Receive, setup and deliver computers to end users
- Work closely with various Sinai IT departments to collaborate on various projects
- Assist Associate IT Director in managing cloud resources and internal servers
- Assist Associate IT Director in creating a quarterly total IT expenditure report and forecasted budget
- Assist Associate IT Director with the development of long- and short-term goals for the department, which align with organizational goals
- Performs other related duties.

Requirements:

- Bachelor's or Master's Degree in business, computer science or related field
- Min 5 years in the information technology field or its equivalent. Ideal candidate will have experience in academic healthcare IT administration.

Strength Through Diversity

The Mount Sinai Health System believes that diversity is a driver for excellence. We share a common devotion to delivering exceptional patient care. Yet we're as diverse as the city we call home- culturally, ethically, in outlook and lifestyle. When you join us, you become a part of Mount Sinai's unrivaled record of achievement, education and advancement as we revolutionize medicine together.

We work hard to acquire and retain the best people, and to create a welcoming, nurturing work environment where you can develop professionally. We share the belief that all employees, regardless of job title or expertise, can make an impact on quality patient care.

Explore more about this opportunity and how you can help us write a new chapter in our story!

Who We Are

Over 38,000 employees strong, the mission of the Mount Sinai Health System is to provide compassionate patient care with seamless coordination and to advance medicine through unrivaled education, research, and outreach in the many diverse communities we serve.

Formed in September 2013, The Mount Sinai Health System combines the excellence of the Icahn School of Medicine at Mount Sinai with seven premier hospital campuses, including Mount Sinai Beth Israel, Mount Sinai Beth Israel Brooklyn, The Mount Sinai Hospital, Mount Sinai Queens, Mount Sinai West (formerly Mount Sinai Roosevelt), Mount Sinai St. Luke's, and New York Eye and Ear Infirmary of Mount Sinai.

The Mount Sinai Health System is an equal opportunity employer. We comply with applicable Federal civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, religion, disability, sex, sexual orientation, gender identity, or gender expression.

EOE Minorities/Women/Disabled/Veterans