Management Job Description

Job Title: System Director, Health Plan Systems and Digital Product Development
Department: IT & S
Date: 08/07/24
Written by: Elbridge Locklear

Summary of Position:

The System Director, Health Plan Systems, and Digital Product Dev reports to the Chief Information Officer and is responsible for directing the design, development, release, and maintenance of technology systems and services for enterprise health plan functions. Responsible for the business applications portfolio used throughout the SummaCare Health Plan System, including Insurance, Finance, and Marketing information systems. Works with leaders within IT&S, as well as across Summa Health, to meet business information system needs with the highest levels of value and user satisfaction.

Including the following Responsibilities:

- Direct the design, development, coding, testing, and debugging of applications to include provider and health plan applications
- Oversee all software development and integration team activities
- Coordinate and collaborate activities with Business Analytics teams to build architecture to improve operational outcomes
- Facilitates cloud-based data and analytics solutions for clinical services, business services, and operations by ensuring proper architecture, complete and reliable databases, and data integrity. Responsible for data integration and all middleware applications for health plan business operations
- Direct development of consumer/external engagement technology solutions for health plan including (members, agents, brokers, providers, and employers)

- Reports directly to the CIO, with dotted-line reporting to the SummaCare business owner for SummaCare.

Minimum Qualifications:

1. Formal Education Required:
    a. Bachelor's degree in business, Computer Science, or a degree in another healthcare-related field. Additional related experience may be substituted for up to two years of the educational requirement.

2. Experience & Training Required:
    a. Ten (10) years of business systems IT experience, including 8 years in a senior-level role responsible for Health Plan applications, financial and/or health insurance applications, their selection, implementation, and life cycle support. At least 8 years

of large-team supervisory experience recruiting, mentoring, career development, performance management, leadership and team building.

b. Thorough knowledge of application vendors and products utilized in healthcare is required, with demonstrated expertise in one or more focus areas:

1. Considerable experience in large-scale implementation and running of Health Plan (Health Edge, Tapestry, Cognizant) systems.
2. Management of a high-performing, cohesive team consisting of at least 20 members in application development, implementation and support.
3. Application of project management methodologies, service management principles, organizational change management, and technology architectures for a large-scale clinical enterprise.

c. Demonstrated leadership experience in a matrixed structure, liaising with middle and senior management to build cross-organizational consensus of a technology platform.

3. Other Skills, Competencies and Qualifications:

a. Strategic mindset with proven experience in business and/or IT strategic planning to drive strategic business results and outcomes

b. Experience working across business and technology organizations to identify synergies and drive process and operational improvements.

c. General knowledge of all IT disciplines and technology platforms

d. Knowledge of Agile and Lean principles

e. Design and implementation of application management processes and policies

f. Demonstrated broad knowledge of major aspects of IT operations, including project management, systems development, systems analysis and design, and budget administration

g. Working knowledge and use of Standard IT processes and methodologies (i.e. ITIL, PMI and SDLC)

h. Proven experience in IT application, data, mobility and infrastructure planning and development

i. Strong understanding and experience of the operational aspects of the health plan business and industry

j. Strong problem-solving and decision-making skills with excellent written and verbal communications skills.

k. Proven ability to communicate technical concepts to non-technical people to enhance understanding and drive decisions that lead to positive outcomes.

l. Ability to implement standards and operating metrics

m. Experience with negotiating and managing contract life cycles, with an emphasis on technology or IT service agreements.

n. Experience in managing large complex contracts in one or more IT categories, including hardware, software, service, and telecommunications.

o. Knowledge of information systems applications, technology, network, etc.; knowledge of MS Office products including Visio and MS Project.
p. High levels of personal integrity when conducting the professional affairs of the organization and dealing with sensitive and confidential data relating to risks and costs.
q. Demonstrated negotiation and conflict resolution expertise.
r. Calmness and clarity of thought while under pressure.
s. Ability to uphold the goals and culture of the organization.
t. Ability to lead, enable and motivate teams by providing advice and guidance in a nonjudgmental fashion.
u. Openness to, and the ability to deal with, rapid change in business needs, processes and technologies.

4. Level of Physical Demands:
   a. **<u>Sedentary:</u>** Exerts up to ten pounds of force occasionally and/or a negligible amount of force frequently

Direct Management Reporting Relationships
Indicate the title which this position reports to, as well as the various titles reporting directly to this position. *Include FTE counts.*

Position Reports to: SVP and CIO

Positions Reporting to this position:
Note: this includes FTEs over which this position has hire, fire and performance review responsibilities.

Systems Analysts, Applications Support Analysts, Trainers, Instructional Designers, Solutions Architects and Managers.

TOTAL FTEs: TBD

Essential Functions:
The following key results and accountability areas will be carried out in a manner fully consistent with the Summa mission, values and philosophies.

1. Financials
- Plans, prepares, implements and monitors area's operational and capital budgets to ensure sound fiscal management consistent with the goals of Summa Health System.
- Demonstrated skills in writing budget proposals and presenting justifications for purchase or increased resources.

- Hold application delivery teams accountable for optimizing the cost, risk and value of applications throughout their life cycle.
- Manages productivity within department; minimum target is 100%; meets targets set in assigned area.
- Assists peers and staff to effectively budget time and resources, both human and monetary.
- Provides budget management & support for IT&S management. Tracks costs and accounts for all IT&S Capital projects. Creates costing models to be used by the project management team.

2. Managing & Leading People
- Provide leadership, vision and direction to the applications organization to ensure it will contribute to the organizational strategy.
- Work with the VP and other IT leaders to develop the overall IT strategy in the context of the organization's business strategy.
- Manages performance and ensures 100% of all required performance appraisals are completed.
- Manage application group personnel, developing their skills and capabilities to meet the needs of the organization, as well as building on existing recruiting capabilities to address new needs and skill gaps.
- Ensures all staff members complete Mandatory Organizational Education (MOE) training annually.
- Ensures all staff members adhere to established Service Excellence Standards.
- Monitors and manages staffing, turnover and vacancy in assigned departments.
- Ensures continued development and education of self and staff.
- Ensures excellent open communications within the department through regular staff meetings, preparation and distribution of minutes, and other means to keep the department informed on a timely basis.
- Recruits, selects, orients, and evaluates department employees. Trains counsels, disciplines, and if necessary, recommends dismissal.

3. Service Excellence
Identifies the direct and indirect customers served by assigned departments, determining appropriate products and/or services based upon customers' needs, measuring customers' satisfaction, and developing actions that continually improve services. Ensures staff and self follow Service Excellence Standards of Behavior, including standards for Appearance and Environment, Attitude and Courtesy, Communication, Responsiveness, Industry Trends and Knowledge, Teamwork, Customer Service, Confidentiality, Safety and Etiquette.
- Define and enhance methodologies and practices for the application life cycle management in line with applicable polices/standards, best practices and practical experience of continuous improvement.
- Distributes information to improve customer satisfaction. Provides leadership and direction to all IT&S staff by providing management guidance for areas of improvement.

4. Planning & Organizing

Plans and organizes all activities under his/her control effectively. Prepares departmental tactical and strategic plans and designs appropriate organizational structures for areas of responsibility. Organizes and delegates work effectively, establishes appropriate time frames for completion of work, and provides the necessary leadership to ensure timely and effective work results.
- Advocates for project team needs as applicable.
- Serves as a role model for building effective project teams who will share in management of the plan, process, decision-making, achievements, and personal and professional growth for team members.
- Assists the CIO in the IT&S strategic planning for SHS. Provides data acquisition and retrieval services for all SHS Hospitals.
- Contributes to achievement of objectives for internal IT&S projects as well as customer information technology projects that contribute to organizational performance around the Balanced Scorecard (quality, people, finance, growth).

5. Performance Improvement
Ensures that his/her department adopts a Total Quality Improvement approach to its work that includes employee empowerment, managing with data, a philosophy of continual improvement, a customer driven attitude and a work methodology that maximizes error prevention. Develops and maintains a complete quality monitoring system throughout their department, including application life cycle management status reporting, metrics and benchmarks.
- Designs and continuously improves processes around project management.
- Conducts annual IT&S needs assessment to better manage IT&S resource and to align IT&S with SHS strategic goals.

6. Relationships with Managers, Peers, etc.
Develops and maintains open, honest and mutually beneficial relationships with the operational areas/entities to which he/she provides service, their manager, fellow managers, and staff. Relationships will be maintained in a manner consistent with Summa's mission, values and philosophies.
- Establishes with users the general priorities and schedules for application development projects and planning the level of resources needed to complete the job. Possesses an in depth understanding of how the users depend and interact with the software.
- Develop productive relationships with leaders across the organization to influence how applications can enable new sources of value.
- Proven ability to collaborate and influence individuals at all levels in a matrix-management environment (as well as external vendors and service providers) to ensure that segregation and overlapping roles are identified and coordinated.
- Manage relationships with major vendors and service providers to ensure they cost-effectively meet the needs of the organization.
- Membership of professional organizations, trade or user groups and a pattern of regular participation to enhance knowledge of current and emerging technologies.

7. Support Diversity
Ensures a work environment that promotes and embraces diversity. Works to support and strengthen Summa's service to the community.

8. Regulatory Compliance
Complies with regulatory and accreditation requirements through completion of Summa's mandatory organizational education, JCAHO, Code of Conduct, and compliance training. Responsible for adherence to applicable regulations in daily activities and work processes.

Note: The above-stated duties are intended to outline those typically performed by the incumbent in this position. This description of duties is not intended to be all-inclusive nor to limit supervisors' discretionary authority to assign additional tasks of a similar nature or level of responsibility.

Interested applicants should apply at: https://www.summahealth.org/careers.