

Office of the CIO 1070 IT Project Director – Resource Management

Department and Position Description:

The Department of Public Health Office of the CIO is seeking a skilled 1070 Project Director to lead the Resource Management team. This position directs a team that is responsible for developing the annual IT budget, processing purchase orders, processing invoices, managing new recruitments, developing workforce, managing cellular services, submitting payroll, and fleet management. The ideal candidate is also committed to providing first-class service to all members of the DPH customer population, with heightened sensitivity and awareness to racial, ethnic, and cultural and sexually diverse members of the DPH's workforce and patient populations.

Skills and Responsibilities:

Equity:

- Desire and commitment to lead and participate in antiracism, racial justice, and equity work that impacts quality of patient care, and improvements in employee experiences; along with the commitment and fortitude to push and drive change in these areas.
- Desire to work with, relate to, serve, and support a diverse workforce and patient population.
- Commitment to health equity with a specific lens and focus on race, ethnicity, gender, and sex.

People:

- Ability to work across IT service areas and with IT management.
- Develop relationships with other programs, divisions, departments, executives, vendors, consultants, community organizations, and staff.
- Work with vendors to ensure contract performance monitoring and invoicing.
- Ability to clearly communicate, coach, teach, learn, and lead.
- Manage a team of analyst to achieve the goals and objectives of the group.
- Work with community groups while recruiting for IT positions.
- Manage and facilitate monthly meetings for IT leaders.

Process:

- Develop projections for technology expenditures and manage the annual budget for IT.
- Develop and implement processes, structures, or other methods to achieve organizational efficiencies of work managed.
- Execute IT purchases through our supply chain system.
- Develop staffing plans with IT service areas which includes an IT training program.
- Develop training programs for IT staff and end-users.
- Develop hiring strategies and work to fill vacant position for IT.
- Process Epic contract invoices and follow performance guideline.
- Manage a fleet of service vehicles.

Technology:

- Utilize Microsoft products including MS Teams, SharePoint, and PowerBI.
- Utilize business tools such as DocuSign, PeopleSoft, and ServiceNow.
- Enhance services through integration of collaboration technologies such as Cisco and MS Teams.
- Manage cellular service plans for mobile devices and MiFi hotspots.

Compliance:

- Recommend procedures consistent with departmental directives, policies, and regulations.
- Enhance IT services to meet the policies and standards of the City and the department.
- Follow true north goal of the department of Fiscal Responsibility.

General:

- Performs other related duties as assigned.

Minimum Qualifications:

Education:

An associate degree in computer science or a closely related field from an accredited college or university OR its equivalent in terms of total course credits/units [i.e., at least sixty (60) semester or ninety (90) quarter credits/units with a minimum of twenty (20) semester or thirty (30) quarter credits/units in computer science or a closely-related field]; **AND**

Experience:

Seven (7) years of experience in system administration, information systems development, maintenance and support, or information technology project management, including two (2) years of supervisory experience. Additionally, two (2) years of these experience should be in the area of Healthcare Information Technology.

Substitution: Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). One (1) year is equivalent to thirty (30) semester units / forty-five (45) quarter units with a minimum of 10 semester / 15 quarter units in computer science or a closely related field.

Supervisory experience may differ from Managerial experience as outlined by the San Francisco Department of Human Resource. Please see the URL below.

<http://sfdhr.org/sites/default/files/documents/Classification-and-Compensation/Classification-Levels-Manager-Supervisor.pdf>

Desired Qualifications:

- Experience working in a Healthcare environment
- Strong written and oral communication skills
- Strong working experience with collaboration and communication tools
- Strong working experience with Microsoft O365
- Experience with data visualization tools such as Power BI or Tableau
- Experience with business systems such as SAP, CRM, ERM, and HRIS
- Knowledge of LEAN fundamentals