

Job Title: Manager of Information Technology (IT)

Location: NAA Diagnostic Care Centre - Dummar, Damascus

Salary: Competitive

Job Type: Permanent

Job Duration: 3 months probation, followed by a long term contract in case of acceptance

Responsible to: Managing Director

Responsible for: Successfully delivering the targeted objectives of the Centre's IT unit

Job Profile:

The IT Manager shall operate and maintain computing and telecommunication activities and services that meet the needs of the administrative and clinical functions of the Centre. The IT Manager must present his/her recommendations for technical acquisitions and development of computing system procedures in the Centre.

Main Duties and Responsibilities

Hardware and Software Systems

- ✓ Establish Centre infrastructure to support and guide units and departments in computing and information technology efforts
- ✓ Identify emerging information technologies to be assimilated, integrated, and introduced within the Centre infrastructure.
- ✓ Responsible for inputting data in the Centre information system.
- ✓ Oversee the development, design, and implementation of new applications and changes to existing computer systems and software packages.
- ✓ Testing software for ease of use, accuracy and speed.
- ✓ Assess new computing technologies and the possibility of system enhancements to determine potential value for the Centre.
- ✓ Supervise the ordering, acquisition, inventorying, and disposition of hardware and software.
- ✓ Sets up and maintains basic network operations, including assembly of network hardware, and provides guidance to the IT assistant.

Systems Operations and Maintenance

- ✓ Coordinate and operate the computing system within the Centre's units and control the operations and procedures.
- ✓ Maintain the integrity and continual operation of the Centre's network including the inter- and intra-building wiring plant and wireless networks.
- ✓ Ensure the continual functioning of mission critical operations.
- ✓ Maintain security and privacy of the information systems and communication lines.
- ✓ Oversee IT related aspects of all Centre renovation programs.
- ✓ Ensure the availability, continuity, and security of data and information technology services in the Centre.

Departmental Management

- ✓ Provide leadership, vision, and management to the IT assistant.
- ✓ Work with all staff to assess and respond to the Centre's IT needs.
- ✓ Supervise the ongoing operations of the Centre, providing quality and timely support.
- ✓ Provide day-to-day supervision, conduct performance appraisals, and delegate work to the IT assistant.
- ✓ Assist and recommend appropriate training for staff when there is a need to improve the use of computer systems.
- ✓ Conduct training courses on the implementation of the computer systems for new employees.
- ✓ Oversee the revision of the IT strategic plan on an annual basis ensuring its consistency within the overall Centre strategic plan.
- ✓ Carry out any other duties as required by the Centre manager and corporate management team.

Personal Specifications

Knowledge and Qualifications

- ✓ Bachelor or Masters level degree in IT.
- ✓ Post-graduate certificate in a related field.
- ✓ A broad understanding of applications and operating systems which fit the Centre's needs.
- ✓ A comprehensive understanding of HIS/CIS modules: ERP (Financial, HR, Materials Management, Purchasing), EMR, LIS, RIS, PACS and Pharmacy Management.

Experience

- ✓ At least four years experience in the relevant healthcare information management field.
- ✓ Proven senior IT Manager experience is preferred.

Skills/Abilities

- ✓ Proficient in the use of HIS/CIS software and Microsoft Office programs
- ✓ An ability to relate to staff at all levels and a desire to provide a high level of service to the staff that depend on the facilities and services provided by the IT unit.
- ✓ Good communication and project management skills
- ✓ Ability to assist and educate Centre staff and managers in all aspects of Information Technology
- ✓ Ability to organize and coordinate system acquisition, implementation, evaluation and monitoring programs