



Vice President of Information Technology and Infrastructure

Common Ground Healthcare Cooperative (CGHC) is a nonprofit, member governed health insurance cooperative with a mission to pursue better healthcare for individual consumers and small employers. CGHC is looking for a VP of Information Technology and Infrastructure who believes in our mission, is comfortable working in an exciting, fast-paced environment and who is compatible with our team of hardworking, fun and committed staff.

Position Summary

The VP of Information Technology and Infrastructure of CGHC provides leadership, planning, oversight and management for all areas of IT strategy, development, implementation and oversees daily activity of all aspects of the IT function; to include working with the various departments and external stakeholders to understand and anticipate their needs, to developing and maintaining a fully capable and responsive team of IT professionals that can deliver on the diverse business areas – in an effective and cost-efficient way achieving compliance and regulatory standards. This position works within the organization and with key stakeholders to develop and deploy IT business solutions that enhance mission-critical business operations, support business capabilities and reduce operational costs. This position is ultimately responsible for ensuring that the function is aligned with the overall CGHC organization and continuously works to support its future growth and strategy. This position also plays a pivotal role in guiding and advocating the use of current and emerging technologies to better serve and support our members and business partners. The company's project portfolio, project management, business process analysis, and infrastructure functions are all within the immediate scope of this position's responsibilities.

Responsibilities

- Assesses the current IT landscape and develops solutions that meet both business objectives and enhances organizational efficiencies; provides a cohesive, broad perspective and champions the value of technology and its ability to integrate and simplify business processes.
- Provides the technology vision, enables innovation, and understands IT infrastructure trends that can create business value.
- Develops IT strategic plans and objectives to support the ongoing and emerging needs of the business.
- Ensures effective execution of the IT strategic plan by translating strategy into specific actions and initiatives, and successfully manages and implements initiatives.
- Develops and implements a technology roadmap that consolidates technology platforms and ensures that technology solutions support the IT strategic plan.
- Develops and maintains a scalable model for the IT function to effectively project manage and the broad portfolio of work throughout the IT function.
- Develops and implements a formal data management strategy.

- Establishes two-way communication protocols between the IT function and the organization's departments and supports functions to continually anticipate the business needs and provide visibility into the objectives and status of work within the IT function.
- Ensures integrity and security of data and systems; direct development and execution of an enterprise-wide disaster recovery and business continuity plan, as well as continually assesses and provides guidance on cybersecurity threats and risks and provides appropriate mitigation options.
- Ensures a fully capable team of IT professionals, with broad technology expertise and in-depth health insurance key capabilities, while building a robust succession plan for IT.
- Develops and manages annual operating budgets and appropriate staffing plans for the IT function.
- Establishes appropriate IT policies and controls and ensures organizational compliance to meet all regulatory IT audits and reporting requirements.
- Monitors trends and identifies emerging technologies that drive business productivity and effectiveness.
- Serves as a trusted advisor to the business leaders and the executive leadership team by providing guidance on all technology matters, including implications of major initiatives and plans.
- Negotiates IT contracts and manages service-level agreements.
- Oversees CGHC technology assets in accordance with established policy.
- Assures the confidentiality and security of all CGHC's systems and electronic files, including the development, implementation, and ongoing maintenance of the company's cybersecurity strategy.
- Performs other duties as assigned.

Knowledge and Skill Requirements

- Undergraduate degree in Computer Science, Information Technology or related discipline.
- At least 5 years of experience successfully leading an IT function within an organization. Must have relevant experience in a health insurance setting. Experience with designing, establishing and maintaining infrastructures for local and wide area connectivity and remote access.
- Ability to manage multiple, competing priorities and attain the best possible outcomes for the organization.
- Ability to manage and fulfill a broad spectrum of the organization's needs – from baseline, tactical to strategic in nature.
- Ability to work in an organization driven by continuous improvement or with equivalent focus on process improvement.
- Ability to build effective partnerships within the organizations and externally with key stakeholders.
- Knowledge of the principles and practices of supervision and administration as applied to the management of personnel. Good supervisory skills required with ability to provide leadership to staff required and pay attention to the detail required.
- Ability to lead in a collaborative and service-oriented style with a clear understanding of clinical and operational priorities and strategies.
- Effective technical ability to develop and analyze options, recommend solutions to and solve complex issues.
- Excellent verbal and written communication and effective listening skills required.
- Excellent interpersonal and customer services skills required. Ability to work cooperatively, sensitively, and tactfully, and maintain composure and professionalism with all levels of staff and the public required.

- Ability to effect collaborative alliances, and promote and foster teamwork among the Executive Team; and ability to mentor, provide leadership and teamwork among department managers and supervisors.
- Ability to maintain strict confidentiality at all times required.
- Ability to prioritize and organize a diverse workload required.

Physical Demands and Work Environment

Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions. This position operates in an office setting in a very fast paced environment. This role routinely uses standard office equipment, including computers, phones, photocopiers, and fax machines. While performing the duties of this job, the individual is regularly required to talk, hear, stand, and walk. Additionally, for some client-vendor meetings and/or trainings there may be some local or out of state travel required at times.

Join a winning team of committed professionals! Qualified applicants should send their cover letter, resume and salary requirements to jobs@commongroundhealthcare.org.