

Director of IT Operations (0667U) 27444
University of California, Berkeley

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Job Title	Director of IT Operations (0667U) 27444
Department	N/A
Institution	University of California, Berkeley Berkeley, California
Date Posted	Aug. 9, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Computing/Informational Services
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Job Description

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About Berkeley

The University of California, Berkeley, is one of the world's most iconic teaching and research institutions. Since 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world. Berkeley's culture of openness, freedom and acceptance academic and artistic, political and cultural make it a very special place for students, faculty and staff.

Berkeley is committed to hiring and developing staff who want to work in a high performing culture that supports the outstanding work of our faculty and students. In deciding whether to apply for a staff position at Berkeley, candidates are strongly encouraged to consider the alignment of the Berkeley Workplace Culture with their potential for success at

[url=https://apptrkr.com/get_redirect.php?id=1569688&targetURL=http://jobs.berkeley.edu/why-

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berkeley.html][<http://jobs.berkeley.edu/why-berkeley.html>.

Departmental Overview

Mission Statement

Advancing optometric education, clinical practice, and vision research for the benefit of society.

Vision

Preeminence and leadership in optometric education, patient care, and vision science.

Values and Guiding Principles

At Berkeley Optometry, we have long lived by guiding principles that define and differentiate us. As part of a world-renowned university that embraces excellence and access, we foster an environment of trust and mutual respect, free expression and inquiry, and personal resilience and achievement. We are strongly committed to diversity, respect for cultural differences, and promotion of social justice. These principles serve us daily in our reasoning and actions and aid us in our decision making.

The mission of the School is executed by approximately 20 ladder-rank faculty, 8 emeriti faculty, 133 full and part time clinical faculty, 70 staff, 30 professional researchers, 20 graduate students and 26 visiting faculty and postdoctoral research scholars. The staff includes professional, health care, technical, research, and clerical representation and provide support to a complex array of functions.

We educate an estimated 320 students annually. Our O.D. program is a 4 year program with clinical training provided at 2 campus clinics, 10 satellite clinics (community care), 7 VA clinics, and 24 external clinics across the country. Our one-year post-graduate residency programs provide advanced clinical education in specialty areas of optometry to 18 residents with placement on and off campus and our Vision Science program consists of 40 PhD students.

The Optometry Clinic provides comprehensive optical care services to the entire Campus population and the general Bay Area community, with approximately 80,000 annual visits to Optometry Clinics at Minor Hall and the Tang Center. The Optometry Clinic is open 7 days per week and approximately 358 days per year.

The Director of IT Operations reports directly to the Sr. Assistant Dean of Administration with a dotted line to the Associate Dean for Clinical Affairs. The Director of IT Operations is expected to rationalize a dynamic portfolio of Information Technology services; continually assessing organizational goals, challenges, needs, skills and operational ability to deliver services and solutions; engage in high-level organizational staff and space plans; prioritize competing projects to optimize delivery and value; represent Optometry's IT department internally, on and off campus.

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The Director of IT Operations will define and execute a portfolio of differentiating user-centric services and organize resources and skills to guarantee exceptional delivery; work closely with the senior leadership to create an environment that facilitates agility and the adoption of best-in-class educational, research and electronic health record (EHR) technologies and learning environments; support academic and administrative space renovations to ensure classroom technology enhances collaboration, utility and value; provision enabling end-user technologies to support administrative and clinical staff to deliver low-cost, high-quality services.

Provides leadership and supervision to the Optometry IT staff and all aspects of the School of Optometry Information Technology Unit - security and operations, systems development, network support, database management, and technical project management. Exercises executive and technical leadership experience in planning, developing and maintaining complex information systems or other advanced technologies. Is responsible for advising on matters related to the use of technology in support of the Berkeley Optometry's mission and strategic goals, including a clinical program that operates seven days per week year round, multiple research labs, teaching labs and classrooms, and faculty, staff and administrative offices. Represents the School of Optometry to Office of the CIO, and to other peer organizations and extramural constituencies. Tracks emerging technologies, determines their applicability to the School of Optometry and its mission, advises and recommends accordingly. Leads Optometry's efforts in technology planning, policy development, information security and integrity, and budgeting. Operates with a high degree of autonomy, but works and communicates regularly with senior leadership. Assumes assigned security responsibility ensuring HIPAA compliance. Responsible for implementation of technical safeguards for compliance with HIPAA security, to mitigate privacy concerns and to protect research data.

Responsibilities

Administers IT policies that directly affect subordinate employees.

- * Oversee development and administer comprehensible and actionable business continuity policy and plan; incident management policies and plans; sustainable technical asset lifecycle management plan.
- * Develops and maintains documented Standard Operating Procedures (SOPs) according to industry best practices and HIPAA guidelines for all IT processes and critical IT operations.
- * Implements strategic operating policies and procedures when selecting methods, techniques, and evaluation criteria for obtaining results.

Network Infrastructure.

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- * Manage the installation, testing, and maintenance of local and wide area network infrastructure.
- * Manage network and communication services focusing on design, installation, development, and support of the complex and highly secure School of Optometry network environments.

- * Manage evaluation, installation, and maintenance of all new and upgraded network security infrastructure (e.g. firewalls, scanners, VPNs, web filters, network switches, voice/phone systems, etc)

Database and EHR application support.

- * Manage database services and mission critical database applications in support of the School of Optometry EyeCare system, faculty research and administrative databases.
- * Manage evaluation, installation, maintenance, and new development efforts for the EyeCare Electronic Health Record System.

System Security.

- * Manage and coordinate activities related to the security of data maintained on departmental servers.
- * Implement and enforce policies regarding the physical access to computers, computer systems, clinical equipment and data.
- * Manage the security of information system access; establish security protocols, firewall standards, and access standards and criteria.
- * Develop and maintain standards for disaster recovery, emergency planning, and business continuity.
- * Responsible for HIPAA security and compliance for the School of Optometry.

May analyze the needs of functional departments and helps to establish priorities for feasibility studies and systems design and implementation to develop new and/or modify information processing systems.

- * Involved in developing long-range plans for all School of Optometry systems, communications networks, and business critical software applications (including health records systems).

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- * Advises senior management/leadership on matters related to technology and innovation.
- * Elevate customer service, and refresh classroom, lab and clinical technology by aligning Optometry's mission, instructional needs, and student objectives with a portfolio of high-impact classroom services.

Manage technical project planning efforts across the School of Optometry; coordinates with functional departments involved in system requirements, techniques, and controls.

- * Lead development of long-range plans for all School of Optometry systems, communication networks, and business critical software applications (including complex electronic healthcare systems).
- * Directs and manages information systems development and systems security functions to meet the healthcare and privacy requirements of the Clinic.
- * Manage a complex and extended suit of systems, applications, and technical services including the Electronic Health Record systems, Eyecare system and other mission critical medical and research management systems.
- * In conjunction with leadership, manages the analysis of the needs of functional units and helps to establish priorities for feasibility studies and systems design and implementation to develop new and/or modify information processing systems.

Develops and monitors operational and budget processes, staff FTE, finance, and human resources and space planning.

- * Create an organizational capability that welcomes new technology and is able to refresh services with agility not only to remain relevant but to excel.
- * Negotiates contracts with vendors, monitors cost effectiveness, and recommends upgrading of appropriate systems
- * Coordinates with functional departments involved in system requirements, techniques, and controls.
- * Fiduciary responsibilities include: preparation of annual budget; ongoing oversight of cost control measures; align spending with strategic priorities.

Establishes and recommends changes to policies which affect the department.

- * Regularly review all IT Policies and Standard Operating Procedures to ensure compliance and

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appropriate adherence of policy by the entire School of Optometry workforce (clinic, faculty, students, and staff).

* Advises senior management on matters concerning several functional areas, department and/or customers.

Manage all aspects of Berkeley Optometry's computer systems and technical services including the design, development, installation, operation and maintenance of the school's complex technical environment; coordinate activities of the department with responsibility for results in terms of costs, methods, and staffing resources.

* Implements strategic operating policies and procedures when selecting methods, techniques, and evaluation criteria for obtaining results.

* Manage a rich portfolio of academic, healthcare and administrative supportive technologies and services.

* Manages all technical services for the Clinic's Electronic Healthcare Record (EHR) database.

Required Qualifications

* Uses and applies applications Information Technology theories and concepts to manage and provide solutions.

* Requires an in-depth knowledge of the applications programming development function.

* Superior judgment and ability to work autonomously, make excellent management, customer service, and business decisions consistent with the mission of Berkeley Optometry.

* Skilled in managing the internal information systems functions and data communications.

* Highly developed problem-solving skills to resolve issues using defined parameters and technical expertise.

* Understands the technology needs of the organization (and healthcare industry); skilled at negotiating effectively with stakeholders.

* Knowledge and skills to determine how the systems and technology function should operate most efficiently and how changes to technology systems will affect outcomes, operations, and business objectives.

* Knowledge relating to the design of security programs across the campus and familiarity with regulatory requirements regarding data/information (e.g. PII, HIPAA)

* Excellent verbal and written communication abilities, including the ability to communicate effectively across the organization at multiple levels both orally and in writing.

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- * Able to communicate highly technical information in a clear and concise manner to both technical and non-technical personnel.
- * Strong political acumen, analytical thinking, planning, project management, supervision, team building, and problem solving abilities.
- * Reliable judgement to provision solutions and contributions that are consistently intentional, impactful, and of the highest caliber.
- * Ability to identify and drive meaningful change by leveraging analysis, service and portfolio management, project and change management and leadership.
- * Proven ability to build on a collaborative leadership style that inspires talent, fosters professional pride, and results in impressive, shared visions and achievements.
- * Ability to listen to others, to synthesize multiple ideas effectively and incorporate diverse points of view.
- * Proven success and extensive experience in technical service and solution design; technical solution administration and support; technical and operational process analysis, engineering, and re-engineering.
- * Project management skills, including balancing time, budget, and scope in the context of constrained resources and high expectations.

Education/Training:

- * Bachelors degree in related area and/or equivalent experience/training.

Preferred Qualifications

- * HIPAA Certification.
- * Experience leading healthcare technology operations.
- * Advanced knowledge of higher education Information Technology issues, technologies, and trends
- * In-depth knowledge of information technology trends, policies and procedures, campus initiatives and climate, and issues in higher education.

Salary & Benefits

For information on the comprehensive benefits package offered by the University visit:

[url=https://apptrkr.com/get_redirect.php?id=1569688&targetURL=http://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html]http://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html



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How to Apply

Please submit your cover letter and resume as a single attachment when applying.

Physical Exam

Employment is contingent upon passing a physical exam.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant see:

[url=https://apptrkr.com/get_redirect.php?id=1569688&targetURL=http://www.eeoc.gov/employers/upload/pos

For the complete University of California nondiscrimination and affirmative action policy see:

[url=https://apptrkr.com/get_redirect.php?id=1569688&targetURL=http://policy.ucop.edu/doc/4000376/Nondis

To apply, visit

[url=https://apptrkr.com/1569688]https://jobsprod.is.berkeley.edu/psp/jobsprod/EMPLOYEE/HRMS/c/HRS_HF

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

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