



ROLE: Clinical Applications Manager
DEPARTMENT: Information Technology & Services (IT&S)
LOCATION: Las Vegas, NV

COMPANY

Desert Radiology is a prospering example of hard work and entrepreneurial spirit. For many decades, their focus has been to provide medical imaging excellence to their customers, and exceed their expectations as they serve with a commitment to excellence and integrity. Today, they serve numerous hospitals in Nevada, Oklahoma, Texas and New Mexico, and have their sights on new business initiatives that will further expand their corporate reach. Their highly-dedicated groups of professionals continue to operate on the solid foundation set forth very early in their existence...a commitment to quality, customer service, integrity and technology. This commitment has allowed them to grow...and has positioned them for new ventures that will further grow their corporate reach.

Desert Radiology continually invests in the most advanced technology available and is pleased to be recognized for their commitment to providing patients with the most advanced radiology procedures and diagnostic imaging available. Today, they are over 70 radiologists strong with over 450 support personnel providing medical imaging excellence to their patients...while exceeding the expectations of all they serve with an unwavering commitment to patient care.

JOB SUMMARY

Reporting to the CIO, the Clinical Applications Manager is responsible for all clinical application services. This includes (but is not limited to) setting and achieving the mission and goals of the department; development of staff; development of an employee-oriented culture emphasizing quality, continuous improvement, key employee retention and high performance.

Additionally, the Clinical Applications Manager is responsible for developing and implanting strategies in support of PACS, RIS, Dictation/Reporting, Analytics and other systems including interfaces to other upstream/downstream systems. This position oversees the activities of PACS Administrators, System Administrators, Program Analysts and other technical and professional staff, in setting priorities, enforcing methodologies and standards, coordinating resources, and responding to user issues in collaboration with the Information Technology & Services (IT&S) Service Desk. The manager works productively and professionally with other members of the IT&S Management Team, and provides support and guidance to direct and/or indirect reports.



The ideal candidate will have strong technical, leadership and interpersonal skills along with Project Management experience, the ability to create and deliver presentations at the executive level, and strong technical and clinical knowledge of Imaging workflows. Experience with DICOM and HL7 is preferred. To be considered, candidates must have the required education, information systems experience and demonstrated clinical workflow and project management knowledge.

KEY RESPONSIBILITIES

Application Architecture Vision and Development

- Sets clinical application vision and direction and develops application architecture (e.g. application architecture blueprint and roadmap)
- Facilitates architecture reviews, ensuring adherence to architectural standards and consistency across organizational and design boundaries
- Creates solution options and solution architecture, adhering to architectural standards and the technology roadmap while minimizing technical debt

Solution Engineering & Support

- Defines the technical criteria for product/component selection
- Designs, builds/acquires and tests clinical applications
- Manages the implementation and embedding of the organization aspects of the solution - including training, communications, super users, etc.
- Establishes standards and procedures across the IT service lifecycle in the areas of systems integration and testing, and ensures that practitioners adhere to them
- Manages the design and build of integration components and interfaces

Continuous Service Improvement

- Ensures service levels are met for applications in production and non-production environments
- Identifies improvements in processes to minimize issues and increase speed of resolution
- Analyzes data, predicting trends and themes for clinical application development and support processes

Strategic Sourcing

- Involved in vendor selection processes and management throughout the project lifecycle
- Serves as technical point interface for clinical application vendors, reviewing designs with vendors where appropriate and driving improved service from vendors when needed

Leadership & Talent Management

- Leads department employees using a performance management and development process that empowers and holds employees accountable to established performance levels
- Manages career progression for department members to include hiring, performance reviews, salary decisions, and promotions



- Coaches, mentors, and provides effective performance feedback through employee recognition, rewards and disciplinary action, with the assistance of Human Resources, when necessary
 - Identifies individual and team skill gaps and developmental opportunities (e.g., training, special assignments, projects, lateral rotations, succession planning etc.) to facilitate individual and team development
 - Fosters a spirit of teamwork and unity among department members that allows for rapid learning, continuous service improvement, appreciation of diversity and working effectively together
- Provides oversight and direction to the employees in respective to meet the department expectations for productivity, quality and goal accomplishment

PROFESSIONAL TECHNOLOGY SKILLS

(the skills needed to exceed in the job)

Skill	Apply	Advise	Inspire	Detail
Technical Strategy & Planning				Ability to: <ul style="list-style-type: none"> • Identify new and emerging hardware, software and communication technologies and products, services, methods and techniques and assess their relevance and potential value as business enablers, improvements in cost/performance or sustainability • Promote emerging technology awareness among staff and business management
System Development				Ability to: <ul style="list-style-type: none"> • Manage resources in order to plan, estimate and carry out programs of solution development work to time, budget and quality targets and in accordance with appropriate standards, methods and procedures • Facilitate improvements by changing approaches and working practices, typically using recognized models, best practices, standards and methodologies • Provide advice, assistance and leadership in improving the quality of software development, by focusing on process definition, management, repeatability and measurement
Installation & Integration				Ability to: Manage the integration and testing of components and/or subsystems and their interfaces to create operational services
Service Design				Ability to: <ul style="list-style-type: none"> • Define, analyze, plan, measure, maintain and improve all aspects of the availability of services • Control and manage service availability to ensure that the level of service delivered in all services is matched to or exceeds the current and future agreed needs of the business, in a cost-effective manner



Service Transition				Ability to: <ul style="list-style-type: none"> Manage the lifecycle for all managed assets (e.g. hardware, software, intellectual property, licenses, warranties) including security, inventory, compliance, usage and disposal, aiming to protect and secure the corporate assets portfolio, optimize the total cost of ownership and sustainability by minimizing operating costs, improving investment decisions and capitalizing on potential opportunities
Service Operations				Ability to: <ul style="list-style-type: none"> Facilitate and execute the installation and maintenance of system software such as operating systems, data management products, office automation products and other utility software
People Management				Ability to: <ul style="list-style-type: none"> Manage the performance of people, including determination of capabilities, integration into teams, allocation of tasks, direction, support, guidance, motivation, and management of performance

REQUIRED EXPERIENCE AND QUALIFICATIONS

- 5+ years of experience working in healthcare with experience and performance that promotes a high level of credibility with clinical professionals
- 3+ years of management experience leading and motivating cross-functional, interdisciplinary teams to achieve tactical and strategic goals
- 3+ years of experience in people management
- Proven experience in leading large-scale IT projects and directing staff in integrating information technology services in addressing overall business needs
- A thorough knowledge of current and emerging medical imaging applications and technology
- Mature understanding of medical imaging support processes and workflow.
- Strong analytical skills and detailed organizational skills
- Demonstrated ability to proactively identify needs, manage resources, and multi-task
- Demonstrated ability to communicate effectively verbally and in writing
- Working experience with informational technology disciplines (e.g. network operations, databases, clinical applications and interfaces, production operations, quality assurance, and systems management)
- Working experience with service tools, such as: signed & tracking application support through ticketing systems
- Experience providing service support to external customers, with an unwavering commitment to service excellence

DESIRED EXPERIENCE

- PMP certification or equivalent
- ITIL Foundations

EDUCATION

- Bachelor's degree or equivalent combination of industry related professional experience and education



MISSION, VISION, VALUE & GOALS

Desert Radiology knows that their capabilities will continue to support the growth of their business...and that their people...those presently with the company and those yet to come...will be equally important in helping them achieve their goals and continue their excellent reputation in the industry.

Their Mission

To provide access to accurate diagnoses and treatment through medical imaging excellence.

Their Vision

Desert Radiology will be a premier imaging/radiology company with industry leading technology, consistent market growth, and a high performance work culture.

Their Values

- Service Excellence
- Collaborative
- Quality
- Compassion
- Integrity

Their Goals

To improve overall patient and provider satisfaction, enhance employee engagement, identify and develop new product lines, establish new strategic alliances/partnerships, and expand imaging services both regionally and nationally.

If this all sounds good to you, we invite you to submit your resume to:

Soni Cottman

Resource Director

Intuitif Partners

soni@intuitifpartners.com

Intuitif Partners is a full-service executive search and RPO firm. Working across industries and functions, we seek to create lasting value for our clients and build dynamic careers for talented people.

Learn more at: www.intuitifpartners.com