

**Position Title:** Head, U.S. Information Technology Operations  
**Department:** Information Technology  
**Reports To:** Senior Vice President, Operations

**General Job Objectives:**

This position will provide technical business leadership to Alliance, Ashfield and Universal WorldEvents US management, employees, external partners and clients. Responsibilities include meeting employee and client technology requests from inception through implementation, leveraging information technology to achieve operational and financial efficiencies.

Directly responsible for all activities and personnel in the Information Technology and Programming Departments, including on and off-site application programming *for* the call center, infrastructure hardware, software and asset management, voice/data network administration/maintenance and general data center operations.

The Head, U.S. Information Technology Operations will also serve as the Security Officer.

**Responsibilities and Essential Functions include but are not limited to:**

- ✓ Develop an annual budget, providing justification when needed. Review and compare actual results to planned budgetary performance, preparing reports reflecting those results. Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- ✓ Research and make recommendations on hardware and software purchases. Negotiates with vendors on behalf of the company to ensure cost-effective purchasing decisions.
- ✓ Develop plans for system and telephony implementation of new projects, coordinating process with project leader. Provide well-defined plans including procedures, deadlines, and accountability.
- ✓ Manage the deployment, monitoring, maintenance, development, upgrade and support of all IT systems, including telecommunications, servers, PCs, operating systems, hardware and software.
- ✓ Proven ability to lead a progressive IT group while managing multiple concurrent projects. Hire, train, develop and appraise staff effectively. Motivate staff and/or takes corrective action as necessary on a timely basis and in accordance with company policy.
- ✓ Develop and maintain the strategy of the future direction of LAN/WAN.
- ✓ Management and coordination of all telecommunications needs, including call center phone lines, Internet access, and remote outbound connections to Bulletin Boards and other systems.
- ✓ Represents the IT function at customer review meeting when appropriate. Influence and consult on system integration and IT infrastructure development/enhancement.
- ✓ Respond to management's demand in providing business support as well as IT services.
- ✓ Ensure Service Level Objectives and Agreements are met for all mission-critical services.
- ✓ Recommend, direct and implement adequate technology platforms for performing IT functions with balanced cost/performance.
- ✓ Understand clearly the business requirements and translate them accurately into service deliverables.
- ✓ Perform regular assessment and audits to assure corporate data assets are kept in a tightly secure state.
- ✓ Provide systems interface, risk analysis, vendor management and planning for disaster recovery and business continuity planning activities.

**Physical Requirements:**

- ✓ Ability to lift, carry and otherwise move up to 10 pounds on a regular basis.
- ✓ Ability to sit, stand or walk for various lengths of time throughout the day.
- ✓ Ability to communicate effectively with clients and co-workers.

- ✓ Ability to operate fax/copy machines, telephone, calculator and general office equipment on a daily basis.
- ✓ Ability to commute on a regular basis via motor vehicle and, as necessary, via airplane.

**Qualifications:**

- ✓ Solid technical knowledge of Call Center networks, digital technology, PC based applications and PBX/ACD.
- ✓ Thorough operating knowledge of Windows networks and operating systems.
- ✓ Thorough knowledge of Avaya phone systems and technical Call Centers.
- ✓ Ability to present ideas in business-friendly and user-friendly language.
- ✓ Experience in a pharmaceutical/healthcare company a plus.
- ✓ Demonstrated broad ability to perform in both hands-on as well as strategic business planning roles, relationship/ interpersonal skills, in user, business partners, staff and vendor relationships.
- ✓ Demonstrated knowledge and skills in expense management and budgetary planning process.
- ✓ Experience in technology strategy development with institutional knowledge of business practices, systems processes, industry principles and statutory requirements needed to process call center and healthcare services.
- ✓ Superior analytical skills in the assessment and resolution of business problems.
- ✓ Demonstrated relationship skills in interactions with businesses and functions of a global organization, ability to motivate and energize others and in negotiations with customers and suppliers.
- ✓ Change agent who views change as an opportunity, not a threat who establishes aggressive goals and understands accountability and commitment.
- ✓ Business reengineering/transformation experience.

**Education:**

- ✓ BS/BA in computer science or equivalent combination of education and experience in IT infrastructure operations, application and architecture development and project management.

**Equal Employment Opportunity:**

Alliance Healthcare Information, LLC is committed to Equal Employment Opportunity. It is the policy of the Company to encourage and support equal employment opportunity for all associates and applicants without regard to sex, race, age, color, ancestry, religious creed, national origin, pregnancy, physical or mental disability, medical condition, marital status, political affiliation, sexual orientation, individual genetic information, disabled veteran, Vietnam Era Veteran Status, or any other characteristic protected by law.

**Americans with Disabilities Act:**

Applicants as well as employees who are, or become, disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

**Job Responsibilities:**

The above statements reflect the general duties and responsibilities considered necessary to perform the essential functions of the job. This document should not be considered a fully detailed description of all the work requirements of the position. Alliance Healthcare Information, LLC may change the specific job duties with or without prior notice based on the needs of the organization.