

JOB LISTING

Director of Information Technology

Position Available: Immediately

Posting Date: 09/04/2015

End Date: Open until filled

Maryland University of Integrative Health (MUIH) is the leading academic institution for integrative health in the nation. For nearly 40 years, MUIH has educated practitioners in health and wellness through transformative and relationship-centered programs that draw from traditional wisdom and contemporary science. MUIH offers graduate degrees and certificates in a wide range of wellness fields, as well as programs for professional and personal development. In our on-campus Natural Care Center and community outreach settings, we provide compassionate and affordable healthcare from student interns and professional practitioners, and deliver more than 35,000 clinical treatments and consultations each year.

The Director of Information Technology is responsible for managing the people, processes, and technology necessary for efficient and effective acquisition, development, usage, and maintenance of university-wide mission critical information systems. This customer service and strategy focused position reports to the Vice President for Administration and General Counsel and works closely with IT staff to establish appropriate processes/policies and facilitate the definition and implementation of enterprise application strategy, standards, and support structures. This is a hands-on position responsible for leading, managing, deploying, and supporting enterprise level information system solutions and doing so within the framework of the University's mission and values. The Director of Information Technology shepherds the maintenance as well as the enhancement of the University's proprietary, integrated School Information System and overseeing the implementation of any needed augmentations.

Responsibilities/Duties

Responsibilities/duties include, but are not limited to:

- Provide leadership, direction, and oversight for the analysis, design, development, implementation, and maintenance of enterprise level administrative systems (including the University's proprietary campus-wide data management system) and connected applications in support of the IT Strategic Plan and the University Strategic Plan.
- Establish and communicate IT policies, standards, practices, and security measures to ensure effective and consistent information processing operations and to safeguard information resources.
- Administer the Department's expense budget, within budgetary guidelines, to contribute to cost-effective operations.
- Select, develop, and motivate qualified staff to effectively carry out department functions and provide for the continuity of managerial and specialized skills.
- Remain up-to-date on the latest information technology trends and best practices and incorporate new developments into the future systems of the University as appropriate.
- Perform Project Management duties to include planning, scheduling, resource allocation, performance tracking, closing and after action project review.
- Direct the University's audio-visual and communications solutions.

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- In close co-ordination with the user community and outside vendors, optimize information management approaches and data integration processes through an in-depth understanding of evolving business needs and technology capabilities.
- Ensure that end-users are trained in all facets of system use and provided with a wide range of technical assistance.
- Direct the development and organization of University IT activities and related state and federal reporting in accordance with applicable laws, regulations, policies and procedures.
- Advise the University leadership on feasibility of IT related projects.
- Evaluate, recommend, and implement administrative software standards, upgrade procedures, and maintenance activities to achieve the highest possible reliability and accessibility of computer systems.
- Act as a liaison between departmental end-users and programming personnel in the analysis, design, configuration, testing, and maintenance of ERP modules to ensure optimal system performance.
- Liaise with the University's outside vendors regarding IT needs.
- Interface with functional unit process owners and end-users to identify, define, and document operational objectives, procedures, programming requirements, and levels of systems access.
- Manage, track, and document changes in project specifications.
- Perform other duties as assigned.

Qualifications

Required:

- Bachelor's Degree in Computer Science or a related field from an accredited college or university
- 5-10 years of relevant, progressive experience in information systems management, with at least 3 years as a direct supervisor
- 2+ years of experience supporting the IT function of a higher education institution, including human resources and finance systems
- Familiarity with University systems (SQL server, QuickBooks, Hobson's, Canvas) or similar systems
- Experience and demonstrated understanding of student information systems, basic programming, and requirements for information systems, including exporting/importing procedures and best practices for transmitting data amongst different information systems
- Relevant technical training certifications in computer programming, infrastructure design, etc.
- Technical or on-the-job training in programming and hardware installation and maintenance
- Ability to lead, motivate, and develop a team of skilled IT professionals
- Strong technical knowledge with significant knowledge of application integration and database development, understanding of helpdesk concept, Web technology, telecommunications, and data archiving and retention
- Extensive experience in analyzing and documenting business practices and designing supportive systems

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- Commitment to support the mission and vision of a values-driven University
- Knowledge of:
 - FERPA, HIPAA, and other rules related to confidentiality of student, employee, and patient information
 - Management and supervisory principles and practices
 - Project management methods and principles
 - Procedures and standards for systems documentation
 - Software and security principles and practices
 - Business communication principles and practices
 - Budgeting principles and practices
 - Data collection and management
 - Applicable federal and state laws and regulations and reporting requirements
- Ability to:
 - Provide technical expertise and support for the University's enterprise level information system solutions
 - Manage multiple projects with competing timelines, establish priorities, and meet project deadlines
 - Troubleshoot and resolve complex software applications issues
 - Analyze and interpret complex technical concepts, data, information, and documents
 - Exercise sound independent judgment, tact, and diplomacy in accordance with established policies and procedures, including maintaining confidentiality on all sensitive matters
 - Develop and establish programming specifications, processes and procedures for ERP and administrative software applications.
 - Analyze and evaluate the needs of functional users, recommend appropriate IT solutions, and allocate appropriate resources
 - Communicate in a clear and concise manner, both orally and in writing
 - Establish and maintain cooperative and effective working relationships with the campus community and outside contacts
 - Utilize exceptional skills in negotiation, conflict resolution, and strategic thinking

Preferred:

- Master's degree in Information Systems Management or related field
- Relevant Microsoft certification

To apply

Interested individuals should forward a letter of interest (listing desired salary) and resume to our Office of Human Enrichment at jobs@muhi.edu, referencing "1531 – Director of IT" in the subject line of the email.

Maryland University of Integrative Health is committed to being, communicating, and educating in ways that recognize and honor the full range of human diversity. Applicants are considered on the basis of individual merit without regard to race, color, national or ethnic origin, gender, gender identity, sexual orientation, marital status, pregnancy, age, religion, disability, genetic information, or any other characteristic protected by law.
Equal Opportunity Employer

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