

Connecticut Health Insurance Exchange

Position Title: Manager of IT Infrastructure Services

Salary Range: \$85,000 - \$100,000

The Connecticut Health Insurance Exchange (CT HIX) is currently looking for a highly motivated Manager of IT Infrastructure Services to join our Information Services team.

The CT HIX is a statewide program being developed as a new marketplace for individuals and small businesses in Connecticut to purchase private health insurance coverage and have access to tax credits, reduced cost sharing, and public programs such as Medicaid. The CT HIX, a key provision of the federal Patient Protection and Affordable Care Act, must be fully functioning to begin operating on October 1, 2013 for health insurance coverage beginning on January 1, 2014.

DUTIES AND RESPONSIBILITIES

The Manager of Information Technology (IT) Infrastructure Services reports directly to the Chief Information Officer of the CT HIX. This position will oversee and manage the IT Infrastructure and end user technologies for CT HIX, which includes Network and Telecom services, client system engineering, email and file services, account management, asset management and other end user service duties as defined by the Chief Information Officer; Full accountability of the day to day IT Infrastructure operations which includes Client System Engineering, IT Account and Asset Management, Desktop Services, Email and File Services and Network Services (Datacom, Telecom & Provisioning); Full support of all application and system implementation, playing key role in helping develop details around workflow development, training and adoption strategies, and operating model development for continued support; Build and maintain strong partnerships with clients, state government agencies and CT HIX departmental stakeholders; Staff the IT Department according to current and future resourcing needs. Create an environment that drives innovation while also managing the risks associated with major transformation initiatives. Ensure timely, accurate, and quality execution of all deliverables. Assure compliance and adherence to all CT HIX and State of CT processes and policy requirements. Understand the industry/market best practices and incorporate them seamlessly into day-to-day operating processes.

QUALIFICATIONS

Required:

Bachelor's degree in Engineering or technology related major, or closely allied field AND three years of progressive experience in supervisory/managerial role, managing technical teams and personnel; Must have hands on experiences in desktop, network and LAN related technologies; Experience in workflow design; Strong business acumen, financial and organizational knowledge; Excellent verbal and written communication skills; Strong client-service orientation. Ability to prioritize and manage multiple projects simultaneously and follow-through on issues in a timely manner. Strong interpersonal skills; ability to work with all levels of internal management and staff, as well as outside clients, vendors, diverse populations, stakeholder groups, and customers. Motivated self-starter with initiative to take independent action and accept responsibility for your actions. Creatively and proactively problem solve, well organized, flexible, resourceful and efficient with strong attention to detail.

Desired:

Experience in the government and/or health care fields with exposure to marketing, public relations, public affairs or closely allied disciplines;

Note: Qualifying experience may substitute year for year for education.

Special Requirement:

Candidates under final consideration for an initial appointment within the CT HIX are subject to a background check.

Contact: Send resume' with cover letter to Human Resources Manager Bette Jenak@ct.gov

The Connecticut Health Insurance Exchange is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.