



POSITION OVERVIEW

Job Title: Director, IT Implementations
Business Title: N/A
Job Code: DIRIMPEX
FLSA Status: Exempt
Department: Implementations
Reports to: Sr. Director, IT IMD
Location: Remove, USA
Draft Date: February, 2025
Revision Date: July 23, 2026
Approved By: Sara Sheehan
Role: People Leader

POSITION SUMMARY

Mosaic Clinical Technologies is seeking a Director, IT Implementations that will be responsible for overseeing the integration project work and people management of the IT Implementation team. This includes overseeing open issues from recent go lives, implementing post go live changes, workflow improvements, and provide additional training if necessary. They will be involved in post go live system changes, integrated testing and creating training documentation. Excellent communication skills and in depth knowledge of the radiology environment will be necessary to be successful in this position. This position will work closely with all IT Teams to implement changes, and assist in managing open problem tickets from implementation go-lives.

POSITION DUTIES AND RESPONSIBILITIES

- Responsible for the management, strategy and execution of all Implementation integration projects
- Monthly report outs to IT and operational leaders
- Oversee implementation integration project transition and close outs
- Analyze clinical applications, workflows and architecture post go live, and resolve open issues for practices and Radiologists
- Analyze and oversee clinical application configuration post implementation and report out on
- implementation issues, and ongoing Radiologist issues
- Direct post go live changes due to fast turnaround time go lives. These changes can involve HL7 adjustments, circuit installations, DICOM routing, and modality server deployments
- Collaborate with application vendors to troubleshoot front and backend system problems
- Organize and assist in conducting additional training to IT teammates on implementation standards
- Attend weekly problem management meeting and direct open integration problem tickets are being attended to and resolved
- Supervise and interact with cross-functional internal teams including Clin Apps, PACS, Infrastructure, App Hosting, Mosaic Support, CORE and Operations
- Provide guidance and assessments to IT Implementation teams to ensure implementations aligns with Mosaic, Radiology Partners, and external customer standards
- Assist in documenting all standards and changes to standards
- Serve as an escalation resource for implementation team rotating on call schedule as well as support of project work during regular, off hours and weekends as needed to meet the needs of the practice and to support patient care provided by RP radiologists
- Promotes communication and cooperation among teammates to create a spirit of unity in the department.



- Works closely with leadership and teammates to improve work relationships, build morale, and increase productivity and retention.
- Provides day-to-day performance management guidance to direct reports (e.g., coaching, counseling, career development, disciplinary actions).
- Performs other duties as assigned.
- Up to 50% travel as needed.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge – In-depth knowledge of healthcare IT and radiology environments, including clinical applications, EHR/EMR and PACS workflows, voice recognition applications, application hosting, networking and infrastructure, HL7, DICOM, implementation standards, and workstation troubleshooting.
- Skills – Strong project management, people leadership, critical thinking, problem-solving, vendor collaboration, training development, documentation, Microsoft Office proficiency, and outstanding verbal and written communication skills.
- Abilities – Ability to lead implementation integration projects, analyze and resolve post-go-live issues, oversee clinical application configuration changes, coordinate cross-functional teams, create and deliver training, manage problem tickets, provide guidance to implementation teams, support escalations, and travel as needed.

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- 5+ years of Healthcare or Healthcare IT experience
- Bachelor's Degree
- Fully efficient using Microsoft Office
- Critical Thinking, candidate must be able to provide objective analysis of a complex problem to form a judgment.
- Ability to teach and create training programs for IT Implementation of clinical applications.
- Outstanding verbal and written communication skills
- In Depth knowledge of workflow between EHR / EMR and PACS, voice recognition applications, and other applications related to their use in healthcare.
- Working knowledge of:
 - Networking and infrastructure
 - HL7
 - DICOM
 - Application Hosting
 - Workstation troubleshooting

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

☒ Never ☐ Occasionally ☐ Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

☐ Never ☒ Occasionally ☐ Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

☐ Never ☐ Occasionally ☒ Constantly

Moving about to accomplish tasks or moving from one worksite to another.

☐ Never ☒ Occasionally ☐ Constantly



Adjusting or moving objects up to 15 pounds in all directions.

☐ Never ☒ Occasionally ☐ Constantly

Communicating with others to exchange information.

☐ Never ☐ Occasionally ☒ Constantly

Repeating motions that may include the wrists, hands and/or fingers.

☐ Never ☐ Occasionally ☒ Constantly

Operating machinery and/or power tools.

☒ Never ☐ Occasionally ☐ Constantly

Operating motor vehicles or heavy equipment.

☐ Never ☒ Occasionally ☐ Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

☐ Never ☐ Occasionally ☒ Constantly

Environmental Conditions

Low temperatures.

☐ Never ☒ Occasionally ☐ Constantly

High temperatures.

☐ Never ☒ Occasionally ☐ Constantly

Outdoor elements such as precipitation and wind.

☐ Never ☒ Occasionally ☐ Constantly

Noisy environments.

☒ Never ☐ Occasionally ☐ Constantly

Hazardous conditions.

☒ Never ☐ Occasionally ☐ Constantly

Poor ventilation.

☒ Never ☐ Occasionally ☐ Constantly

Small and/or enclosed spaces.

☒ Never ☐ Occasionally ☐ Constantly

No adverse environmental conditions expected.

☐ Never ☒ Occasionally ☐ Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

☐ Never ☐ Occasionally ☒ Constantly

Light work that includes moving objects up to 20 pounds.

☐ Never ☒ Occasionally ☐ Constantly

Medium work that includes moving objects up to 50 pounds.

☒ Never ☐ Occasionally ☐ Constantly

Heavy work that includes moving objects up to 100 pounds or more.

☒ Never ☐ Occasionally ☐ Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.



I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date