



POSITION OVERVIEW

Job Title: IT Optimizatoin Manager_ ITOPTMGR
Business Title: IT Optimizatoin Manager
Job Code: ITOPTMGR
FLSA Status: *Exempt*
Department: IT
Reports to: *Keith LeLacheur*
Location: Jacksonville Florida Area
Draft Date: 5/27/2026
Revision Date: XXXXX
Approved By: Keith LeLacheur
Role: Individual Contributor

POSITION SUMMARY

Radiology Partners is seeking an **IT Optimization Manager** to lead IT service management for a radiology-focused customer base, with a strong emphasis on supporting and optimizing integrations between hospital systems, imaging centers, and remote reading environments. This role is responsible for ensuring reliable system performance, resolving technical issues, and driving continuous improvement in workflows and service delivery. The position plays a key role in advancing patient care by enabling efficient, dependable radiology IT operations.

POSITION DUTIES AND RESPONSIBILITIES

- ☑ Build and maintain strong relationships with practice directors, clients, and radiologists while serving as a trusted technical partner
- ☑ Analyze, troubleshoot, and resolve complex IT issues impacting workflows, system integrations, and remote reading environments
- ☑ Provide regular, data-driven updates including root cause analysis, resolution status, and performance insights
- ☑ Maintain and utilize a localized practice database to identify trends, diagnose recurring issues, and drive proactive improvements
- ☑ Own and drive timely resolution of all practice inquiries, ensuring accountability through completion
- ☑ Develop and execute performance improvement plans with measurable operational and technical outcomes
- ☑ Monitor and guide progress toward monthly strategic and operational objectives
- ☑ Lead hands-on troubleshooting efforts in collaboration with IT and onsite teams to resolve system, connectivity, and workflow challenges
- ☑ Direct and participate in system upgrades, equipment changes, and onboarding activities, including setup, issue resolution, and user enablement
- ☑ Install, configure, and support reading stations, ensuring optimal performance and providing end-user training
- ☑ Serve as the primary escalation point, actively engaging in diagnosis and resolution of unresolved or delayed issues
- ☑ Partner with internal innovation and IT teams to evaluate and implement technology solutions that improve performance and reliability
- ☑ Ensure systems, workflows, and support processes effectively meet client and operational needs
- ☑ Represent IT in client meetings, business reviews, and prospective engagements by delivering actionable insights and solutions
- ☑ Promote communication and cooperation among teammates to create a spirit of unity in the department
- ☑ Work closely with leadership and teammates to improve relationships, build morale, and increase productivity and retention
- ☑ Perform other duties as assigned
- ☑ Up to **75% travel** as needed



- May entail infrequent overnight travel

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong knowledge of IT service management principles and radiology-focused IT environments
- Strong analytical and troubleshooting skills with the ability to identify root causes and implement effective resolutions
- Demonstrated adaptability and flexibility in responding to changing technologies, priorities, and client needs
- Strong customer-focus mindset with the ability to understand stakeholder needs and translate them into technical solutions
- Excellent communication and interpersonal skills to collaborate effectively across technical and non-technical teams
- High level of organization and attention to detail, with the ability to identify improvement opportunities
- Ability to work independently and collaboratively within a diverse team environment
- Strong problem-solving mindset with proactive, solution-oriented thinking
- Ability to quickly learn and apply new technologies, tools, and processes
- Demonstrates professionalism, accountability, integrity, and a consistently positive attitude

REQUIRED QUALIFICATIONS

- Bachelor’s degree in Health Information Systems or a related field, or equivalent combination of education and experience
- Minimum of 5+ years of diverse IT experience
- Direct experience working with clients to assess needs and deliver customized IT solutions
- Demonstrated experience in troubleshooting and resolving technical issues in complex environments

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- Healthcare experience, particularly in radiology environments
- Experience supporting distributed or remote work environments
- Advanced experience with system integrations and workflow optimization initiatives
- Additional relevant technical training, certifications, or advanced education

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