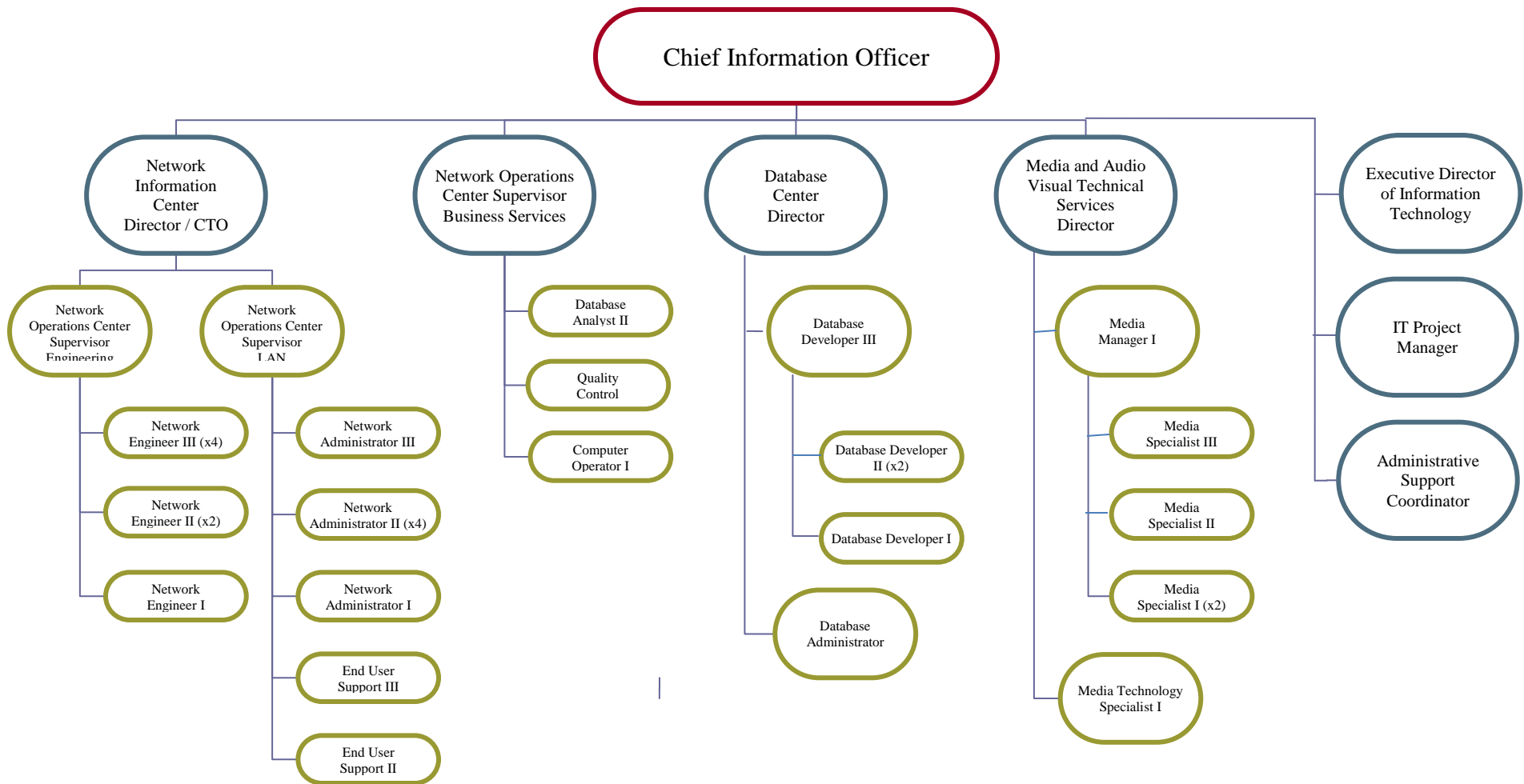


EVMS Information Technology Hierarchy – FY19

(Does not include EVMSMG)

OVERVIEW



EVMS Information Technology Hierarchy – FY19

(Does not include EVMSMG)

Office of Information Technology

Chief Information Officer

Accountable for directing the information and data integrity of the enterprise and its groups and for all Information Technology functions of the enterprise. This includes all data centers, technical service centers, production scheduling functions, help desks, communication networks (voice and data), computer program development, and computer systems operations. CIO is responsible for maintaining the integrity of all electronic and optical books and records of the enterprise. The CIO reviews all computerized and manual systems; information processing equipment and software for acquisition, storage and retrieval; and definition of the strategic direction of all information processing and communication systems and operations. CIO provides overall management and definition of all computer and communication activities within the enterprise including responsibility for providing a leadership role in the data to day operations of the Information Technology functions as well as providing direction as the enterprise grows through internal growth and external acquisition The CIO interacts with the executive management team to monitor and validate the enterprise's compliance with its security policies, which includes but is not limited to HIPAA, FERPA, SCHEV, LCME, SACS and PCI.

Executive Director of Information Technology

The Executive Director of Information Technology is charged with supporting the CIO with enterprise planning and management. This position will be involved with providing the leadership and vision for information services while supporting the role of the CIO and active participation in the management of the transformation of the IS department to improve customer relationships, development efforts, asset management, service delivery management, infrastructure management and organization and staffing management.

Network Information Center Director / CTO (see departmental chart)

Business Services Network Operations Center Supervisor (see departmental chart)

Database Center Director (see departmental chart)

Media and Audio Visual Technical Services Director (see departmental chart)

Administrative Support Coordinator: Coordinates specific and ongoing functions of a department. Reads and routes mail, types and proofreads correspondence, reports and manuscripts. Call routing. Schedules appointments, types and distributes schedules. Provides information to management regarding responsibilities. Compiles statistical reports.

IT Project Manager: Develop requirements, budgets, and schedules for their information technology projects. They coordinate such projects from development through implementation, working with internal and external clients, vendors, consultants, and computer specialists. These managers are increasingly involved in projects that upgrade the information security of an organization. Position provides oversight for a team charged with the implementation and support of all project requirements. Works under the chief information officer and may plan and direct the work of information technology employees in support of a projects goal.

EVMS Information Technology Hierarchy – FY19

(Does not include EVMSMG)

Business Services Center

Chief Information Officer

Network Operations Center Supervisor – Business Service Center

Position provides oversight for a team charged with the implementation and maintenance of all network and software infrastructure requirements, including firewall and traffic security, servers, critical applications, and user connections. Has considerable technical autonomy. Also responsible for staffing, budgeting, project development, implementation and deployment. Identifies, develops and deploys technology dependent issues and solutions at an enterprise level.

Database Analyst II

The position is an upper level technical position, handling complex and technically challenging tasks, and providing design, development and implementation support and guidance to projects with database, data analysis, information and reporting needs. Minimum of 2 years experience in database development and support. Works under immediate supervision. Provides primary-level support to research and resolve software-related problems and reporting/export requests in application specific environment.

Quality Control Coordinator

Position applies quality assurance procedures to input and output, preparation and distribution, and scheduling of all processes in the central business information operation. Responsible for prioritizing production systems, verification of completion, identifying problems and contacting technical support personnel to effect resolution.

Computer Operator I

This position provides support to centralized data processing operations and provides production output support and updates related records, files and applications. Duties include: Processing scheduled tasks, analyzing and responding to system problems using native system commands to perform various operations. Position assists technology support by monitoring and changing device connections using appropriate software to ensure operable links.

EVMS Information Technology Hierarchy – FY19

(Does not include EVMSMG)

Database Center

Chief Information Officer

Database Center Director

Responsible for implementing, maintaining and directing the policies and procedures for management of the academic database systems. Maintain staffing and manage training and development. Design, develop and maintain enterprise architecture database systems. Provide support for operations, implementations, migrations required by equipment or software upgrades. Development projects, budgets and plans to facilitate. Develop and manage department budget, staff and resources. must coordinate all activities using a team approach with the educational, clinical, research and administrative components of the school.

Database Administrator

(2 staffer) Administration of the centralized databases and the associated processing and *BI* functions provided by the data center operations. Minimum of 8 years experience in database development and support. Works independently relying on experience to plan and accomplish goals with a wide degree of creativity and latitude. Support enterprise wide denlovmnt activities such as implementation and training.

Database Developer II

Minimum of 8 years experience in database development and support. Works independently relying on experience and judgment to plan and accomplish goals with a wide degree of creativity and latitude under minimal supervision.

Database Developer II (2 staffers)

Minimum of 6 years experience in database development and support. Relies on limited experience and judgment to plan and accomplish goals with a certain degree of creativity and latitude under general supervision.

Database Developer I

Minimum of 3 years experience in database development and support. Relies on instruction and pre-established guidelines to plan and accomplish goals with general supervision.

EVMS Information Technology Hierarchy – FY19

(Does not include EVMSMG)

Media and Audio Visual Technical Services

Chief Information Officer

Media and Audio Visual Technical Services Director

Responsible for directing major projects or complex programs. Duties include leadership and creativity in managing a department that plans, develops, coordinates, and monitors the production of multiple concurrent projects that meet standards as well as time and budget allowances; or, complex programs that develop and produce informational, instructional, and promotional publications or related materials. Must be capable of designing, installing and implementation of full conferencing audio visual requirements. Responsible for negotiating, scheduling, and buying appropriate media. Oversees implementation of media plans. Manages daily operations. Responsibilities include developing and implementing policies and budgets, and coordinating use of materials, equipment and human resources.

Media Manager I

Department management. Duties may include photography and complex photo or image reproduction programs; graphic and/or web page design; design projects and promotional objectives; supervising production and maintenance of exhibits; developing conference designs; gathering, reporting, announcing, and producing information for broadcast; and multi-media programs. This position generally supervises other media specialists.

Media Technology Specialist I

Responsibilities include setting up and adjusting audio-visual equipment, performing routine maintenance, and assisting in editing. Familiar with standard concepts, practices, and procedures within a particular field. Responsible for research and development of media plans, identifying target audience, and ideal media outlets. Recommends media mix and frequency as appropriate to budget and objectives. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision.

Media Specialist III

Photography and complex photo or image reproduction programs; graphic and/or web page design; design projects and promotional objectives; supervising production and maintenance of exhibits; developing conference designs; gathering, reporting, announcing, and producing information for broadcast; and multi-media programs

Media Specialist II

Design; radio, audio/visual, TV/radio production; photography; illustrative work; film developing; design and production of graphic products; fabrication and maintenance of exhibits; announcing and producing live and/or taped radio programs, operating radio broadcasting equipment, and leading staff.

Media Specialist I (2 staffers)

Audio/visual setup and breakdown, recording; film developing; fabrication and maintenance of exhibits; operating broadcast/recording equipment, and supporting other media services staff.

EVMS Information Technology Hierarchy – FY19

(Does not include EVMSMG)

Network Information Center

Chief Information Officer

Network Information Center Director / CTO

Chief technology officer. Position responsible for management of all EVMS network infrastructure operations and user administration, including desktop support. Is the senior technical, policy, and security authority for the institutions networking structure supporting data, video, internet, backups, server farms, and office workstations.

Network Operations Center Supervisor –Engineering: Associate Director NIC. Provides oversight for teams charged with implementation and maintenance of network and software infrastructure requirements, including firewall/traffic security, servers, critical applications, and user connections. Has considerable technical autonomy. Responsible for staffing, budgeting, project development, implementation and deployment. Identifies, develops and deploys technology dependent issues and solutions at enterprise level.

Network Engineer III (4 staffers)

Provides implementation and maintenance of all network infrastructure requirements, including firewall and traffic security, servers, critical applications, and user connections. 5 years' experience. Ability to lead projects, direct the work of others and work with minimal supervision. Engineers may specialize in: security, exchange, general support.

Network Engineer II (2 staffers)

Provides maintenance and modification support for network infrastructure requirements, including servers, critical applications, and user connections. 3 years' experience. Works independently, supervises work group.

Network Engineer I

Provides maintenance and modification support for network infrastructure requirements, including servers, critical applications, and user connections. 3 years' experience. Under direct supervision.

Network Operations Center Supervisor – LAN: Provides oversight for teams charged with implementation and maintenance of network and software infrastructure requirements, including firewall/traffic security, servers, critical applications, and user connections. Has considerable technical autonomy. Responsible for staffing, budgeting, project development, implementation and deployment. Identifies, develops and deploys technology dependent issues and solutions at enterprise level.

Network Administrator III: Position provides implementation and maintenance of all desktop/laptop computer capabilities in a complex network environment. 5 years' experience. Leads project teams. Indirect supervision.

Network Administrator II (4 staffers): Position provides implementation and maintenance of all desktop/laptop computer capabilities in a complex network environment. 3 years' experience. Works independently. Supervises work groups.

Network Administrator I: Provides implementation and maintenance of all desktop/laptop computer capabilities in a complex network environment. 2 years' experience. Directly supervised.

End User Support III: 5 years' experience in desktop support/help desk including configuration of new computers, rebuilding/trouble shooting, diagnostics of network account privileges and peripherals. Works independently, may supervise work group.

End User Support II: 3 years' experience in desktop support/help desk including configuration of new computers, rebuilding/trouble shooting, diagnostics of network account privileges and peripherals. Directly supervised.