

**TRINITY HEALTH
POSITION DESCRIPTION**

Job Code:	T2568	Title:	Manager Organization Effectiveness Technologies
Date:	June, 2020	Department:	Organization Effectiveness Operations
FLSA:	Exempt	Reports To:	Director Organization Effectiveness Operations
Grade:	15	Approved By:	

POSITION PURPOSE

The Manager Organization Effectiveness Technologies is responsible for Organization Effectiveness technology operations and team leadership. This position oversees a direct team responsible for Organization Effectiveness Operations technologies (e.g. instructional design, learning management, interactive media and video including editing and publishing; digital platforms, design and narrative; websites; content, document and knowledge management, etc.) with Trinity Health system-level reach and, in collaboration with service partners and internal customers, the respective technologies', sourcing and acquisition, management, development, maintenance, and output.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates, and demonstrates the Trinity Health Mission, Vision, and Values in behaviors, practices, and decisions.
2. Responsible for Organization Effectiveness technologies (e.g. instructional design, learning management, interactive media and video including editing and publishing; digital platforms, design and narrative; websites; content, document and knowledge management, etc.) leveraged in providing Organization Effectiveness services including those with system-level reach as well as those for internal Organization Effectiveness operations and service management.
3. Partners closely with key service partners (e.g. Organization Effectiveness experts, HR Technology, Trinity Health Information Systems) to build integrated, strategic roadmaps for key projects and generate plans and workflows for current and future Organization Effectiveness technology design resources and their application and management. Collaborates with HR Technology and Trinity Information Systems (TIS) to ensure technical requirements and other systems are compatible.
4. Mentors, coaches and leads team responsible for Organization Effectiveness technology service delivery and operations. Assigns team workload, sets objectives, and evaluates team member performance including service delivery on time and to quality standards. Fosters an environment for continued growth.
5. Provides supervision, oversight and technical expertise in the creation, selection and/or management of technology solutions that engage users, from internal business line customers to Organization Effectiveness colleagues leveraging technologies in service delivery. Ensures effective application of Trinity Health and Organization effectiveness standards, policies and customizations (e.g. IT policies, branding alignment, data protection, etc.) to ensure relevancy and audience alignment. Provides technical, creative, and user experience direction to support reliable, effective and (when appropriate) cohesive experiences across technologies.

6. Oversees team in identifying technical requirements as sourcing and continuous improvement inputs, technical issues for improvement and resolution, and in serving as experts in technology functionality and processes, and in technology integrations and audits. Oversees design, delivery, management, and packaging of learning activities (i.e. LMS) and other OE technology related operational services.
7. Responsible for all aspects of Organization Effectiveness technology policy and procedure development and implementation, including the identification of need. Maintains strong data integrity through development and implementation of policies and procedures and enforces adherence to established and proven procedures.
8. Facilitates construction of a collaborative working environment amongst all service partners. In close partnership with HR Technology, Trinity Health Information Systems, and other service partners. Plans and executes designs, configurations, customizations, system upgrades and integration projects. Continually evaluates new technology modules, features and product enhancements for ROI and to bring additional business value.
9. Provides technical leadership, work planning, expertise and change management for the implementation or inactivation of Organization Effectiveness technologies across the system such as with newly acquired or divested organizations, and with late adopters (e.g. data transfers, account deactivation, contractual adjustments, data and record and transfers, etc.)
10. Creates and maintains strategic relationships with technology vendors. Establishes quality expectations and ensures that vendors meet or exceeds delivery and quality requirements. Ensures compliance with contractual requirements.
11. Oversees estimation, scoping, resourcing and scheduling of Organization Effectiveness operations and technology projects. Partners across stakeholders to create the business case and budget to enhance current technology initiatives and content acquisition or development. Validates technology value and ROI and makes data-drive recommendations to improve value.
12. Participates in professional organizations and industry forums to stay current with organization effectiveness technologies and tools.
13. Maintains a working knowledge of applicable Federal, State, and local laws and regulations, Trinity Health's Organizational Integrity Program, Standards of Conduct, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical, and professional behavior.

MINIMUM QUALIFICATIONS

1. Must possess a seasoned knowledge of organization effectiveness technology management including learning management systems and instructional digital delivery, as normally obtained through completion of a Bachelor's degree in Business Management, Human Resources Management, Educational Technology, Multimedia Design, Web Design and Development, or a related field, with seven (7) to ten (10) years of progressively responsible progressively more responsible experience, including project management in learning and development industry; or an equivalent combination of education and experience. Previous supervisory and/or team leadership experience preferred. Healthcare experience and Master's Degree preferred.
2. Ability to advise, instruct, and manage the use of learning management systems (i.e., SCORM delivery, sending/receiving xAPI statements, etc.), learning development tools (i.e., Storyline, Lectora, Captivate), web development tools (i.e., HTML, CSS, mobile frameworks, JavaScript), visual design tools (i.e., Photoshop, Illustrator, InDesign, PowerPoint), animation, video, and audio editing tools (i.e., Animate, Camtasia, Premiere Pro, After Effects, Audition).

3. Ability to advise, instruct, and manage the use of usability, user experience, and user interface best practices. Demonstrated success in implementation of contemporary web design principles including responsive layout and design.
4. Ability to advice, instruct, and manage the use of various audio and video recording techniques. Must be able to support video sessions. Expert level of understanding of the features and benefits of various video hosting platforms.
5. Expert level understanding of the functionality and use of learning management systems, learning portals, and learning record stores with a high level of expertise in delivering quality, engaging, and reliable learning experiences including the technical proficiency to evaluate and analyze visual and technical learning solutions.
6. Broad knowledge of IT industry language, standards, and ability to communicate with TIS colleagues and vendor staff regarding interfaces, system requirements, problem solving, etc. Broad knowledge and experience working with HRIS Systems required, including how they relate to various HR applications. Knowledge of the purpose, general structure, common functionalities, and core data elements of Learning Management System applications required. Experience with Workday and/or HealthStream a plus.
7. Models consultative approaches and work behaviors that anticipate needs, workflow, and deliverables. Applies seasoned knowledge and provides guidance on industry-accepted and industry-leading and best practice processes, methodologies (e.g. content and knowledge management, adult learning, instructional design) technologies and their application in service delivery.
8. Proven knowledge and ability to successfully manage projects within a highly complex organizational structure. Demonstrated experience in change management and process improvement methodologies. Strong influencing, collaboration and partnering skills with the credibility to lead change and develop productive working partnerships with leaders, managers, and staff.
9. Strong interpersonal, consultative and relationship building skills in order to initiate and develop productive working partnerships with all levels of management and staff. Ability to effectively facilitate teams and influence people through strong leadership, communication and negotiation skills. Ability to influence results, garner support and tactfully manage complex relationships and influences within and across the organization. Ability to read the subtle nuances of situations and respond accordingly.
10. Excellent oral and written communication, persuasion, and negotiation skills in order to: translate technical matters to non-technical colleagues and vice versa (e.g. use of diagrams, graphs, analogies, cited references, glossaries, content organization, etc.); facilitate communication between diverse groups; effectively identify, assess and facilitate improvements and resolutions; and present advisory and persuasive recommendations to all organization levels.
11. Must be comfortable operating in a collaborative, shared leadership environment.
12. Must possess a personal presence that is characterized by a sense of honesty, integrity, and caring with the ability to inspire and motivate others to promote the philosophy, mission, vision, goals, and values of Trinity Health.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

1. Must be able to set and organize own work priorities and adapt to them as they change frequently. Must be able to work concurrently on a variety of tasks/projects in an environment that may be stressful with individuals having diverse personalities and work styles.
2. Must possess the ability to comply with Trinity Health policies and procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of duties so assigned.