Position Posting for IS Network & Infrastructure Manager
STOCKTON (CENTRAL VALLEY), CA

At WelbeHealth, our purpose is to unlock the full potential of our most vulnerable seniors. We do this by providing integrated medical and social services. We are looking for team members who have a pioneering spirit, the courage to love, and will bring diverse perspectives around our shared intention and mission.

Our desire to serve our purpose is leading us to create a best in class and scalable information and technology stack. Our first Program of All Inclusive Care for the Elderly (PACE) in Stockton, CA requires the design and implementation of a template IS network and infrastructure that will be the model for future markets. The approach will involve collaboration with creative and proven innovators in healthcare technology. The IS Network & Infrastructure Manager will plan, direct, and coordinate the design, installation, and connectivity of the technology and network infrastructure to ensure the stable operation of Stockton PACE (20 initial staff to grow to ~75 over ~2 years). This includes acquiring, configuring, maintaining, supporting, and optimizing all new and existing mobile devices, laptops, desktops, network hardware, software, cloud services, and communication connectivity. This role is also responsible for telephone, security systems and other electronic infrastructure.

Responsibilities:

- Design and implement plans for infrastructure, cloud, and network connectivity

- Implement, monitor and manage all aspects of the technology infrastructure including hardware, software, cloud and other services

- Coordinate all aspects of support including tracking all issues and resolutions – participate in the support process to assist with issue resolution, root cause analysis, and remediation

- Manage and ensure effectiveness of security solutions, including firewalls, anti-virus solutions, and intrusion detection systems

- Plan, acquire, and coordinate installation of in-house and remote hardware and software

- Oversee the administration of user accounts, permissions, and access rights

- Prepare RFPs, bid proposals, contracts, scope of work reports, and other documentation for IT projects and associated efforts – negotiate effectively with vendors and contractors

- Manage technological aspects of the disaster recovery and business continuity plan

Qualifications:

- Bachelor's degree required, preferably in the field of computer science or related

- 5 years of experience evaluating, procuring, implementing, managing and supporting enterprise-wide technological infrastructure for enterprises for 100 or more people

- Excellent knowledge of current technology - iOS/Android devices, Windows Desktop, Windows Server, cabling/telephony, networking hardware/software, security software, and cloud technologies (AWS, Azure, Office365) - hands-on experience troubleshooting the above

- Highly motivated, self-directed, able to execute tasks in a quickly changing environment and make sound decisions in emergency situations, strong customer service orientation

- Healthcare services experience strongly preferred