



Your Life. Our Mission.

New England Life Flight, Inc.
d/b/a Boston MedFlight

POSITION: Vice President of Technology

PRIMARY PURPOSE

The role of the Vice President of Information Technology within Boston MedFlight is to provide strategic leadership, direction, and oversight for all aspects of the company's IT functions. This position will report to the Chief Financial Officer.

ESSENTIAL DUTIES

- **IT Strategy and Planning:** Develop and execute a comprehensive IT strategy that aligns with the company's overall business objectives. This includes identifying opportunities for technology-driven improvements, evaluating emerging technologies, and ensuring the IT roadmap supports the company's long-term goals.
- **Technology Infrastructure:** Oversee the design, implementation, and maintenance of the organization's technology infrastructure, including servers, networks, data centers, cloud services, telephone systems, and other IT systems. Ensure the infrastructure is scalable, reliable, and secure.
- **Telephone Systems:** Manage the selection, deployment, and maintenance of the company's telephone systems, including both traditional and VoIP (Voice over Internet Protocol) solutions. Ensure effective call management, internal communication, and integration with other business tools.
- **Company Cameras:** Supervise the implementation and management of security and surveillance camera systems throughout the company's facilities, including helipad settings. Ensure compliance with legal and privacy requirements while maintaining a safe and secure working environment.
- **Information Security:** Implement and manage robust information security measures to safeguard the company's data, networks, telephone systems, and camera systems from internal and external threats. Develop and enforce IT security policies and procedures.
- **IT Operations:** Provide leadership and direction to the IT team, ensuring efficient day-to-day operations, incident management, and timely resolution of technical issues related to all IT systems. Foster a culture of continuous improvement and ensure IT service levels meet or exceed business expectations.
- **Budget and Resource Management:** Develop and manage the IT department's budget, allocating resources appropriately to support ongoing operations and strategic initiatives related to IT infrastructure, telephone systems, and company cameras. Optimize resource utilization and justify technology investments to key stakeholders.
- **Vendor Management:** Oversee relationships with external technology vendors and service providers related to IT infrastructure, telephone systems, and camera systems. Negotiate

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contracts and service level agreements (SLAs) to ensure cost-effectiveness and high-quality services.

- **Business Continuity and Disaster Recovery:** Develop and maintain a robust business continuity and disaster recovery plan for all IT systems.
- **Collaboration and Communication:** Collaborate with other senior executives and department heads to understand their technology. Communicate IT strategies, progress, and challenges to the executive team and board of directors.
- **Technology Innovation:** Stay abreast of the latest technology trends, industry developments, and best practices related to IT infrastructure, telephone systems, and camera systems. Proactively identify opportunities to leverage emerging technologies for business advantage.

MINIMUM QUALIFICATIONS

- 10 years of experience, including managing personnel.
- Specific experience and knowledge in managing telephone systems and security camera systems in a corporate environment.
- Familiarity with telecommunication technologies, such as VoIP, PBX systems, call routing, and mobile device management.
- Strong working knowledge of networks, computer systems and proficiency in Microsoft Products
- Ability to maintain a high level of confidentiality.
- Ability to plan, manage and organize multiple concurrent projects.
- Healthcare experience, a plus.
- Must be able to speak, read, write, and comprehend the English language.

NOTES

- An FBI background and CORI checks will be performed prior to employment. Favorable criminal background check required.
- As a health care organization, we have a responsibility to do everything in our power to care for and protect our patients, our colleagues, and our communities. Boston MedFlight requires that all staff be vaccinated against influenza (flu) and COVID-19 as a condition of employment.

How to Apply:

Please visit our career center by clicking [here](#) to submit an application and résumé.

For More Information

Please visit our website to get more information about current job opportunities and our program: www.bostonmedflight.org

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