



Title: Portal Systems Manager		
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POSITION TITLE: Portal Systems Manager

FLSA CATEGORY: Exempt

DEPARTMENT: Information Technology

OSHA CATEGORY: III

JOB CODE: Grade 5

MISSION STATEMENT:

The California Transplant Donor Network's mission is to save and improve lives through organ and tissue donation for transplantation.

We concentrate our efforts on the recovery of vital organs such as lungs, heart, liver, kidneys, pancreas, and small bowel from deceased donors and placement of these organs with more than 100,000 people who are currently waiting for a life-saving organ transplant in our country.

The Transplant Network refers potential cornea and tissue donors to eye and tissue banks within its region. The Transplant network also offers on-going support and resources for donor families.

VISION:

To be the premier community resource for organ and tissue donation in our service in our service area. We will provide excellent and compassionate support and service to the public and the health care professionals who serve them in the hope that each person will choose to be a donor.

JOB SUMMARY:

The Portal System Manager (PSM) has the responsibility of managing and maintaining CTDN's Intranet and Extranet, the CTDN Portal, which serves as a single point of access to a wide variety of CTDN business information, documents, reports, applications and communications for CTDN staff and authorized associates. The CTDN Portal provides collaboration, enterprise search, content management, business forms, and business intelligence services. He/She will work with multiple lines of business to develop an understanding of their needs and objectives and to provide solutions to help meet those objectives. The PSM will strategically design and implement BI solutions; including integration with databases and data warehouses in conjunction with Project Managers and the Data Services group. The PSM is also responsible for ensuring high levels of BI availability through support functions and in-depth testing.

The PSM will be responsible for creating an environment of collaboration with all CTDN departments fostering creativity and business efficiency. He/She will build and maintain the operations end of CTDN's Portal sites and assist in keeping sites running smoothly. This includes designing, building, and implementing the Portal architecture, new portal sites and pages; integrating sites with back end applications; migrating legacy applications to the CTDN Portal; and performing day-to-day maintenance and administration of the Portal. Use of a variety of Web development languages is required with the primary application being Microsoft SharePoint. The PSM will also develop customized solutions for business requirements as needed.

This position is expected to act with independent judgment and is to use self-initiative to make business decisions which will rapidly enable and enhance the CTDN Portal system and its delivery of information to CTDN's staff and constituents. The Portal Manager is expected to participate in organizational quality improvement projects, continuous process improvement projects and exhibit quality work practice to others by example.



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ESSENTIAL JOB FUNCTIONS:

General Responsibilities

1. Keep up to date with OPO industry direction, guidance and requirements. AOPO, UNOS, CMS, FDA, AATB, EBAA and HIPAA.
2. Act as an advocate for BI benefits across the organization; promote BI usage to relevant departments.
3. Attend training seminars, conferences, and trade shows to broaden knowledge of current and future Business Intelligence issues and technologies.
4. Will participate in audit events as needed.

Strategy & Planning

1. Participate in setting of CTDN Portal strategy and serve as facilitator of Portal Management Committee.
2. Define portal site architecture and overall site structure.
3. Develop and manage the Portal Management Plan outlining and documenting governance of process, desired processes for management, portal site usage, security policies, deployment, and storage and archiving of data. To be reviewed annually.
4. Assess and cultivate long-term strategic goals for BI development in conjunction with data manager, project managers, department managers, staff and other stakeholders in alignment with CTDN goals and objectives.
5. Keep CTDN abreast of SharePoint technology directions and the BI industry, present suggested strategy directions to management.
6. Provide forecasts and document capacity planning for Portal needs

Acquisition & Deployment

1. Perform cost-benefit analyses of proposed portal implementations.
2. Develop deployment plans for portal applications in conjunction with Project Managers.
3. Conduct research into current and emerging portal technologies and issues in support of portal development efforts.

Operational Management

1. Design, develop, and test customized SharePoint solutions for departments and work teams.
2. Troubleshoot and debug SharePoint sites and problems reported by users.
3. Administer SharePoint server and site collections using SharePoint Central Administration.
4. Support designated Site Administrators as needed.
5. Develop and maintain SRSS reports and functions for standardized reporting as needed.
6. Develop and maintain SASS interface for data query and ad hoc reporting needs.
7. Work with project managers to design end user functions and reporting.
8. Create and maintain Business Intelligence dashboards and KPIs using dashboard designer.
9. Integrate data sources from various sources such as MS SQL SSAS, Excel, SharePoint lists to create BI solutions.
10. Assist in the design of databases and data warehouses to ensure interoperability with BI solutions.
11. Design and develop methods to update data warehouse to integrate with BI solutions.
12. Build common SharePoint site layouts, including common document hierarchies, event calendars, risk logs, action item logs, and decision logs
13. Identify and define common SharePoint collaboration site requirements, including appropriate security groups
14. Define, implement and maintain portal security infrastructure including permissions.
15. Define and implement portal service levels and assure that service levels are met.
16. Assure portal security and efficiency by working closely with System Administrators to performance-tune server operations and maintain portal application integrity.
17. Establish policies and procedures for publishing portal pages and applications in conjunction with content creators and in line with Portal Management Team guidance.



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18. Troubleshoot BI tools, systems, and software; performance-tune these applications as necessary
19. Monitor and report on portal site traffic and performance.
20. Provide weekly and monthly reports on project status to management. Keep project site up to date.
21. Perform periodic portal site audits.
22. Assist in monthly data upload process to UNOS as needed.
23. Perform data quality checks and corrections to National DSA Dashboard from UNET as needed.
24. Perform data quality checks and uploads for AOPO monthly data reports as needed.
25. Assure that CTDN portal is configured and maintained to regulatory requirements.
26. Elicit and document customer requirements for SharePoint tools and applications
27. Work together with business systems analysts to define end user requirements and design/build and deploy portal and BI development projects.
28. Develop, code, install, test, debug, and document portal/BI applications using appropriate tools.
29. Update Portal pages where appropriate to ensure site accuracy and currency.
30. Diagnose and troubleshoot problems with existing portal applications and sites.
31. Work with data warehouse architect to design, develop, and update databases as they relate to portal applications.
32. Identify, recommend, and prioritize new portal features and applications in conjunction with business leaders, project managers and department managers.
33. Manage and/or provide guidance to contractors, vendors or staff as needed.
34. Identify, recommend, develop, and implement end user training programs to increase portal literacy and self-sufficiency.
35. Oversee development and dissemination of help sheets, usage guides, and FAQ lists for CTDN staff.
36. Design and deliver end-user training and training materials; provide technical support as necessary.
37. Act as evangelist for BI benefits across the organization; promote BI usage to relevant departments.
38. Attend training seminars, conferences, and trade shows to broaden knowledge of current and future portal and business intelligence issues and technologies.
39. Provide Tier 3 support to Help Desk as required.

May be required to perform other duties as assigned.

REPORTING TO: Data Services Manager

DIRECT REPORTS: No Direct Reports may supervise contractors, vendors and others as needed

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to translate business needs into data analysis and reporting solutions
- Highly proficient with SharePoint MOSS 2007 / 2010 and associated components inclusive of Global Search.
- Strong knowledge of PerformancePoint.
- Familiarity with related technologies (e.g. Active Directory, SQL Server, SSRS, SSAS, SSIS, 3rd party plug-ins and web parts and migration tools)
- In-depth knowledge of Web technologies, protocols, and tools
- Strong knowledge of SQL, TSQL, HTML, CSS, ASP.NET and .NET language.
- Strong understanding of Internet programming languages, including .net, C#, java
- Strong understanding of production application technology; IIS/COM+/ASP.Net
- Thorough understanding of application development methodologies.
- Experience with computer graphic and multimedia design.
- Strong ability to analyze user requirements and build front-end BI applications
- Comprehensive experience with structuring, developing, and implementing interactive corporate portal sites.
- Experience interacting with technical and business executives to identify high-level solutions.



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- Proven experience in installing, upgrading, and maintaining SharePoint and portal servers and associated operating systems.
- Knowledge of database development, specifically Microsoft SQL Server.
- Experience in gathering and analyzing business requirements.
- Ability to work collaboratively and cohesively in a team environment
- Ability to negotiate skillfully in tough situations with both internal and external groups
- Project management experience.
- Good understanding of the organization's goals and objectives.

EDUCATION AND/OR EXPERIENCE:

The minimum qualifications for this position are a college diploma or university degree in the field of computer science and 3 years of direct work experience. The equivalent of 6 - 8 years of related work experience may be substituted for education qualification. Healthcare experience and statistical reporting background highly desirable.

Microsoft Certified Professional Developer (MCPD) or Microsoft Certified Solution Developer (MCSD) or Microsoft Certified Technical Specialist (MCTS) SharePoint.

RESPONSIBILITY FOR INTERPERSONAL AND CUSTOMER RELATIONS:

- Strong customer service orientation.
- Solid relationship management and performance management skills.
- Excellent interpersonal skills.

CONTRIBUTION TOWARD WORK DIRECTION AND/OR TEAM PARTICIPATION:

- Excellent knowledge of applicable data privacy practices and laws.
- Excellent written and oral communication skills.
- Able to exercise independent judgment and take action on it.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated and directed.
- Proven analytical and problem-solving abilities.
- Experience working in a team-oriented, collaborative environment.

PARTICIPATION IN CONTINUOUS QUALITY IMPROVEMENT:

- Keen attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to analyse and document systems and changes to them.

PHYSICAL DEMANDS:

The PSM may be required to travel both in and out of state by personal auto, rental car, or air in order to meet the duties and responsibilities of the position. The PSM is expected to drive his/her auto for job related ground transportation. Company reimbursement for personal auto use while on the job is consistent with IRS guidelines.



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- On-call availability for emergency situations.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Maintain a professional appearance and demeanor at all times.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- See ADA Worksheet for others

ENVIRONMENTAL INFLUENCES:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Reviewed by HR: _____ Date: _____

Supervisor: _____ Date: _____

Employee: _____ Date: _____

Note: Your signature serves as confirmation that you have read and understand this document. It is not a contract between CTDN and the employee. CTDN reserves the right to revise the job description.



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ADA WORKSHEET – Portal Systems Manager

Indicate the required demands and the equipment and/or machinery used in the performance of the job by listing the code, which corresponds to the frequency of usage. Note: Mental demands are not only learned mental skills, but also conditions that call for mental discipline.

Code	Frequency
5 =	Constantly (many times throughout each day)
4 =	Daily (daily, but only once or twice per day)
3 =	Frequently (several times per week)
2 =	Occasionally (no more than once or twice per week)
1 =	Rarely (less than once per week)

Mental Demands					
5	Reading Documents or Instructions	4	Language	2	Training
5	Detailed Work	3	Presentations	4	Multiple Concurrent Tasks
5	Problem Solving	5	Verbal Communications	3	Constant Interruptions
5	Customer Contact	5	Written Communications		Other:
5	Reasoning	4	Analytical Reasoning		Other:
3	Math	4	Changing Priorities		Other:
Physical Demands					
5	Writing	3	Standing	2	Pushing
4	Walking	2	Driving	3	Reaching
5	Speaking	2	Carrying	2	Squatting
5	Hearing	4	Sitting	3	Kneeling
5	Sight	2	Crawling	3	Twisting
2	Lifting up to 50 lbs.	2	Pulling	5	Key or Type Text
2	Climbing	3	Mobility		Other:
Equipment Used to Perform Tasks					
5	Computer Terminal	1	Fax Machine	0	Cash Register
0	Typewriter	0	Forklift	0	Transcriber
4	Computer Printer	0	Hand & Power Tools		Other:
2	10-Key	2	Camera		Other:
2	Audio Visual Equipment	0	Microfiche Reader		Other:
4	Telephone	0	MICR Micro encoder		
2	Copier	0	Microfilmer		



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New Employee Training Schedule			
Employee Name:			
Employee #:		Job Title:	
Manager:			
Training Tasks:	Task ID	Type	Date Scheduled
Human Resources	NEO001	Individual	
Information Technology	NEO002	Individual	
Learning and Development	NEO003	Individual	
Finance- Expense Reports	NEO004	Individual	
Finance- Corporate Credit Cards	NEO005	Individual	
On-Line Training Courses	NEO100-NEO107	Online	
Self-Study, Read and Acknowledge - Individual Training Plan	Individual Training Plan	R/A	
Job Specific Training Tasks:			
Skills Assessment Checklist	NEO200	Individual	
General Orientation	NEO201-NEO208	Classroom	
Donation Services Orientation	NEO301-NEO305	Classroom	
Clinical Orientation I	NEO400	Classroom	
Clinical Orientation II	NEO401	Classroom	
Clinical Orientation III	NEO402	Classroom	
Family Care Orientation I	NEO500	Classroom	
Family Care Orientation II	NEO501	Classroom	
Family Care Orientation III	NEO502	Classroom	
Crisis Skills Workshop	NEO600	Classroom	
Manager/Supervisor Training	NEO700	Classroom	
Milestone Tasks:			
40 Day Check-in	NEO900	Individual	
60 Day Evaluation	NEO901	Individual	
120 Day Evaluation	NEO902	Individual	
Post Orientation Training Tasks:			
Annual Skills Assessment		Individual	
Annual Policy Review		R/A	
Ad Hoc - Workshops, meetings, continuing education		TBD	Ongoing