Position Title: Division Director
Office: Systems Division, Office of Strategic Business Operations, Bureau of Primary Health Care
Supervisor’s Title: OSBO Director
Duty Station: Rockville, Maryland- HRSA Headquarters
Grade/Rank and Series: GS-685-15 or Commissioned Corps equivalent
Bargaining Unit Status: Non-Bargaining

OVERVIEW:
The Systems Division plans, directs and coordinates BPHC-wide information systems management activities. The Division Director ensures that information systems meet the needs of BPHC and end users relative to program management, program monitoring/performance and grantee assistance. Decisions and actions have a direct and substantial effect on the programs, activities and the organizations that BPHC funds. The Division’s work impacts HRSA’s headquarters operations, BPHC-wide and other programs and activities, and a significant portion if not all of HRSA’s field establishment.

RESPONSIBILITIES:

• Ensure systems are in place that optimize BPHC operations
• Oversees the design, implementation and maintenance of management information systems (MIS) that support internal operations and external activities including:
  • Systems that support the full grants lifecycle and emphasize program monitoring and oversight (e.g., the Electronic Handbooks [EHB] system)
  • Systems that support Customer relationship management from communication to Helpline activities (e.g. Salesforce)
  • Business intelligence tools and self-service models (e.g. Tableau)
  • Systems that provide the ability for project tracking of defects and enhancements (e.g. JIRA)

• Make recommendations for system enhancements. Evaluate trends and patterns in end user feedback and support requests;
• Coordinate BPHC records management policies and procedures; disseminate guidance regarding records management.
• Identify and recommend systems and strategies for improving knowledge management.
• Oversee the expansion of a more robust Help Line mechanism that can further centralize communication and responses to external inquiries regarding both systems and programmatic issues.
• Maintain a transparent feedback system with end users that informs and supports efforts to improve MIS systems.
• Oversee training and communication activities that improve System adoption

EXPECTED RESULTS:

• MIS Systems (EHB, SharePoint, etc.) are responsive to BPHC’s needs, reduce duplication, and enhance user flexibility to support appropriate grantee oversight and documentation.
• Systems are accessible and integrated to support cross functionality, track critical information, and improve timely program review and oversight.
• Division staff has the appropriate knowledge, skills and abilities to accomplish Division results and to support broader OSBO functions and results as needed.
• Division systems and processes support a responsive, innovative, agile, and team-based work environment that holds staff accountable for the results of their assigned work and ensures that dedicated attention is paid to fostering staff professional growth and development.

PREFERRED EXPERIENCE AND COMPETENCIES:

• Expertise and a minimum of 5 years of experience in providing technical and administrative leadership and direction to program staff on analysis activities.
• Minimum of 2 years of experience successfully advising senior level officials.
• Experience coordinating the development and integration of management information systems used in program monitoring activities.
• Proven ability to manage, organize and prioritize multiple concurrent, complex projects efficiently and effectively.
• Proven ability to collaborate across organizational units and levels to accomplish program goals.
• Strong ability to analyze quantitative and qualitative data and information from various sources to determine needs and create solutions.
• Excellent oral and written communications, presentation and persuasion skills.
• Ability to foster strong working relationships built on mutual trust and respect.