

Position Title: Division Director
Office: Systems Division, Office of Strategic Business Operations, Bureau of Primary Health Care
Supervisor's Title: OSBO Office Director
Duty Station: Rockville, Maryland
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, or 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 of HRSA's field establishment.

RESPONSIBILITIES

- Oversee the design, implementation, and maintenance of management information systems (MIS) used for program monitoring and oversight (e.g., the Electronic Handbooks [EHB] system and BPHC Health Center Management Information System [BHCMIS]).
- Evaluate trends and patterns in end user feedback and support requests; make recommendations for system enhancements.
- Coordinate BPHC records management policies and procedures; disseminate guidance regarding records management.
- Identify and recommend systems and strategies for improving knowledge management.
- Oversee the development of a more robust BPHC Helpline mechanism that further centralizes communication and responses to external inquiries regarding systems and programmatic issues.
- Establish a transparent feedback system with end users that informs and supports efforts to improve MIS.

EXPECTED RESULTS

- MIS (EHB, SharePoint) 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 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 ensure 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 MIS 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