



Manager of IT (CISO)

Position Title: Manager of IT (CISO)

Position Type: Full Time

Location: Arcadia, CA

Reports To: CEO

About Clever Care

Clever Care was founded to help members of the communities we serve understand the complexities of their health care. We are dedicated to providing culturally sensitive health care solutions that offer our members better access to the services they need, in the language they understand. We deliver on our commitment to our members' health and well-being by offering plans that connect the benefits of Eastern and Western medicine. Successful candidate will receive attractive compensation with stock options and full benefits, including health insurance, 401k matching, and generous PTO days.

Position Overview

The Manager of IT (CISO) provides leadership to the enterprise's information security organization; and to assure the availability, integrity and confidentiality of customer, business partner, employee and business information in compliance with CMS/federal requirements, State requirements, and Clever Care's information security policies. The Manager will design and implement a secured IT infrastructure for the company. He/she will act as Chief Information Security Officer (CISO) and safeguard HIPAA/Protected Health Information. The goal is to make Clever Care the trusted, secured, and easiest-to-work-with health plan for members, providers, and brokers. This position reports directly to the CIO and serve as a key thought partner to the executive team on information security issues. This position is located in Arcadia, CA.

Key Duties & Responsibilities

- Meet IT security standards and requirements set by CMS (Center for Medicare and Medicaid Services) and States. Comply with HIPAA (Health Information Portability and Accountability Act). Safeguard PHI (Protected Health Information). Ensure timely initiation and completion of activities that satisfy Audit and other regulatory requirements.
- Set strategy and establish standards and ensure compliance and accuracy for company's IT performance, including cloud architectures, server technologies, and communication technologies, LANs, WANs, Internet, Intranet, security, wireless implementations and any devices connecting to, or containing data or systems.
- Develop, implement and monitor a strategic, comprehensive enterprise information security and IT risk management program. Work directly with the business units to facilitate risk assessment and risk management processes.
- Responsible for the physical security of offices and IT assets.
- Run IT Governance Committee.
- Plan and implement infrastructure systems that are secure, scalable and reliable. Ensure Health Plan's systems and networks are efficient, reliable and secure.
- Evaluate, secure and implement infrastructure and business applications to meet FHIR requirements.

- Oversight of all infrastructure elements including but not limited to servers, storage management, database management, virtualization, and recovery management. Identify strategic data and voice communications direction for the health plan with redundancy and cost control/reduction. Overall performance and availability of the network, performance and capacity.
- Establish policies, standards, practices, and security measures to assure effective and consistent information and operations. Prepare and keep current documentation on all managed systems, including disaster recovery plans.
- Ensure security best practices are implemented and revised, as needed, to maintain the availability, integrity and confidentiality of the information stored on and accessed through the network (firewalls, file rights, backup systems, account management, vulnerability testing, etc.).
- Establish, train, and enforce Disaster/Recovery Plan.
- Manage IT spend and purchasing including review and approvals of invoices. Develop, prepare and recommend budget for purchasing, upgrading and maintaining infrastructure systems, personnel salary adjustment and/or merit raise and professional on-the-job training.
- Negotiate with vendors and contractors while leveraging internal procurement expertise to secure infrastructure-specific products and services. Prepare RFPs, bid proposals, contracts, scope of work reports, and other documentation for infrastructure projects and associated efforts.
- Collaborate with VP of Compliance in protecting HIPAA and privacy. Maintain compliant procedures, documentation and workflows.
- Collaborate with VP of Operations in implementing, configuring, and maintaining EZ-suite core admin system.
- Other duties/tasks as assigned by supervisor.

Qualifications & Experience

- Bachelor's degree is required; Master's degree is preferred.
- CISO/CISSP/CISM/CIPP/CIPM certification is required.
- Minimum of 3 year experience in managing IT security and IT infrastructure.
- Expert knowledge of HIPAA and privacy laws. Strong compliance record.
- Knowledge of common information security management frameworks, such as ISO/IEC 27001, and NIST.
- Knowledge/Skills/Abilities of Medicare Advantage.
- History of achieving or delivering against budget and deadlines.
- Proven ability for creativity and flexibility in technical trouble-shooting.
- Outstanding written and verbal communication abilities.
- Detail-oriented, well-organized, strong decision-making and problem-solving skills.
- Ability to foster strong relationships.