

Business Systems Manager

InSight Telepsychiatry – Internal Operations

Position Summary

InSight Telepsychiatry is seeking a business systems manager to take full ownership of its business systems including Salesforce, SmartSheet and other potential future systems. The emphasis for this role is on enabling front-end users to optimize system functionality. This is not a technical role for back-end database design or administration. This position is an excellent opportunity for a leadership-driven individual, who is organized, thorough and excited by solving complex business problems through technology. The ideal candidate will be someone who wants to take ownership for providing an excellent experience for end users of InSight's systems. This person will work hard to fight inefficiency and champion standardization and productivity. The business systems manager will keep users trained and educated; ensure the system is allowing information to get to the right people in the right ways; and keep ongoing systems improvement projects moving forward. A business systems manager delivers creative solutions – making users happier and our business smarter!

Organization Overview

InSight is the leading national telepsychiatry service provider organization with a mission to increase access to quality behavioral health care through telehealth. InSight's behavioral health providers bring care into any setting on an on-demand or scheduled basis. With over 18 years of telepsychiatry experience and an active footprint in telepsychiatry-related advocacy, InSight is recognized as an industry thought-leader. InSight is the telemedicine arm of the CFG Health Network, a behavioral health organization that delivers onsite services across the spectrum of care. These roots in onsite care influence InSight's approach to appropriate, quality services delivered through telehealth.

www.Inpathy.com

www.InSightTelepsychiatry.com

Job Responsibilities

- Interface with coworkers to ensure successful experience with Salesforce, SmartSheet and other business systems
- Develop and manage a business system roadmap for aligning all of InSight's systems-related goals for sales, recruitment, marketing, quality and operations
- Act as the master administrator for end-user experience
- Support six to 10 department-specific super users
- Understand the type of information and data that each department or position is responsible for in all business systems, and determine the best solution for entering and sharing this information with relevant parties
- Develop solutions for interdependencies between departments, systems and information
- Work to ensure excellent end-user experience satisfaction
- Oversee training of new users
- Support custom use of dashboards, reports and alerts by departments
- Develop and maintain systems user guides

- Monitor accountability of existing users against system standards and expectations
- Preserve integrity and usability of business systems
- Oversee mass uploads into system
- Own and administer add-on modules or integrated systems
 - Potential future integrations to include a marketing automation tool, applicant tracking system, proposal tool and others
- All other duties as assigned

Job Requirements

- Bachelor's degree in relevant field
- Three to five years of experience as a Salesforce power user
 - Professional edition (not Enterprise)
 - Experience must have been focused on supporting growth of organization, such as the sales, marketing and operations functions
- Focus on end-user experience (not back-end database administration)
- Experience working with and supporting remote users

Ideal Candidate

- Healthcare background
- Behavioral health experience
- Experience with Smartsheet administration
- Telehealth or telemedicine experience
- Looking for a place to grow both professionally and personally

Logistics

- Position available February 2018
- Position based in Marlton, NJ, Lynchburg, VA or Washington, DC
- Full-time
- Reports to Director of Internal Operations

To apply, please send your resume and a customized cover letter to recruiting@in-sight.net.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

EOE M/V/F/D