



**Chief Technology Officer**

Leadership Profile

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**WittKieffer**

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## The Opportunity

Beacon Health System seeks a dynamic, distinguished executive to serve as its Chief Technology Officer (CTO). This is a distinctive leadership opportunity within one of the most respected, financially strong and forward-thinking community-based health systems in the United States.

Beacon Health System is a locally owned, nonprofit integrated health system headquartered in South Bend, Indiana, serving communities across northern Indiana and southwest Michigan. Following its 2025 acquisition of four hospitals and 35 outpatient clinics in southwest Michigan, Beacon now operates an 11-hospital network and continues to expand its regional footprint. Beacon remains focused on delivering high quality, patient centered care through its hospitals, growing outpatient network, and Beacon Medical Group provider practices.

Reporting to the Chief Information and Digital Execution Officer (CIDEO), the Chief Technology Officer will provide strategic and operational leadership for all aspects of IT infrastructure, architecture, and delivery across a \$2 billion integrated healthcare organization. The CTO will have the opportunity to make a significant impact by developing a vision and roadmap to modernize and advance the technology infrastructure as well as enable an integrated, proactive, high performing team. In addition, the CTO will be responsible for developing the future cloud strategy for the health system.

The CTO will partner with clinical, operational, and executive leaders to align technical capabilities with organizational goals, regulatory compliance, and patient experience initiatives. This leader will ensure a reliable and scalable IT infrastructure and will contribute to the strategic priorities of the health system, including enterprise digital transformation, enhancing care delivery, and supporting organizational growth.

The successful candidate will be an experienced leader with a proven track record leading IT infrastructure within a complex health system. The CTO will be a trusted leader with the ability to develop strong relationships and communicate effectively, translating highly technical concepts to a broad range of audiences at all levels. They will also be expected to champion the adoption of emerging technologies, including AI, to accelerate clinical and operational innovation.

## Organization Overview

Beacon Health System has an unwavering commitment to the health of the people it cares for and the wellbeing of the communities it serves. As a locally owned, not-for-profit health system, Beacon’s medical teams and hospitals care for neighbors across Indiana and Michigan.

Headquartered in South Bend, Indiana, and supported by dozens of specialized partners and more than 8,100 associates throughout the region, Beacon connects individuals and families with the care they need to thrive. This requires deep expertise: Beacon is the regional leader in comprehensive, integrated services — including childbirth and pediatrics, cancer care, trauma, heart and vascular services, stroke care, orthopedics and sports medicine, surgery, mental health, and more.

Beacon Health System provides care to more than 4,000 patients each day in northern Indiana and southern Michigan. As a not-for-profit, community-governed health system, the system has a target annual operating income of 4% from operations. This operating income balances the healthcare needs of the community with the ability to reinvest in the facilities, equipment and talented clinical providers. The accumulated earnings are managed through an investment committee of the volunteer Board and guided by an investment policy which the committee approves and monitors. This is done to obtain financial returns that are then directed back into the organization and community to improve the overall health of the communities served.

Beacon leads with heart to help ensure every patient’s heart keeps beating strong — delivering the best care and the best experience to each person it serves. This is its calling, and the reason Beacon’s caregivers love the work they do.

### Mission Statement

Beacon Health delivers outstanding care across two states, through supporting care providers to remain experts in their fields and by partnering with other experts to expand services and deepen knowledge. The organization inspires health by delivering public health efforts, hosting free health education programs and personally connecting with each patient and family to be a part of their team.

<p>MISSION</p> <p><b>We deliver outstanding care, inspire health and connect with heart.</b></p>	<p>RESPONSIBILITY</p> <p><b>Clarity</b>                      Set clear expectations to provide direction</p> <p><b>Alignment</b>                Communicate timely and with enough details to enable success.</p> <p><b>Collaboration</b>            Work together to enhance problem-solving</p> <p><b>Results</b>                      Take personal ownership to deliver positive results in a timely manner</p>
<p>VALUES</p> <p><b>Trust</b></p> <p><b>Respect</b></p> <p><b>Integrity</b></p> <p><b>Compassion</b></p>	<p>SERVICE GOALS</p> <p><b>Personally connect</b> Be prepared, professional and friendly</p> <p><b>Keep everyone informed</b> Actively listen, be honest and transparent</p> <p><b>Be on their team</b> Work with our patients and families to provide outstanding care</p> <div style="text-align: right;">  </div>

Beacon Health utilizes a metrics and data driven approach to system strategies, designated Level 0, that then cascade and tie into each entity with the system, designated Level one. These include robust scorecards and reporting that allow full integration and alignment both at the system and entity level.

For additional information please visit <https://www.beaconhealthsystem.org/>.

## Position Summary

### Reporting Relationships

The incoming Chief Technology Officer will report to the Chief Information and Digital Execution Officer (CIDEO). Direct Reports Include:

- Director, Operations and Data Center
- Director, Biomedical Systems
- Director, Customer Service
- Director, Network Engineering

### Responsibilities

#### Strategic Leadership

- Develop and execute a multi-year technology roadmap supporting enterprise digital transformation, care delivery, and organizational growth.
- Drive technology integration across multiple hospitals, clinics, and acquisitions.
- Establish governance frameworks for technology decisions aligned to best practices.
- Partner with clinical leaders to ensure alignment between clinical workflows and technology investments.
- Guide cloud and hybrid infrastructure strategy, including lifecycle planning and modernization initiatives.

#### Technology Operations

- Oversee enterprise infrastructure, networking, and cloud services, ensuring scalability, resilience, and security.
- Lead modernization of help desk and end-user support models, including ServiceNow implementation and process optimization.
- Direct data center, backup, and disaster recovery planning across all facilities.
- Implement SD-WAN, identity and access management, and zero-trust security architectures to support interoperability and mobility.
- Ensure compliance with HIPAA, HITECH, and Joint Commission standards.

#### Innovation and Transformation

- Champion emerging technologies in digital health, AI, telemedicine, and remote patient monitoring.
- Partner with the CMIO and CAO to advance patient engagement and data-driven clinical decision support.
- Drive interoperability and data exchange between EHRs, HIEs, and third-party platforms.
- Lead vendor management, contract negotiations, and enterprise architecture reviews.

#### Leadership and Talent Development

- Build and mentor a high-performing technology organization with clear succession planning.
- Foster collaboration across IT, clinical, and operations teams.
- Promote a culture of accountability, innovation, and service excellence.
- Develop career pathways for directors and managers

## Financial and Risk Management

- Manage a technology budget aligned to organizational priorities.
- Optimize capital and operational spending through consolidation, outsourcing, and automation strategies.
- Support due diligence and integration planning for mergers and acquisitions.

## Goals and Objectives

The following goals and objectives have been identified as priorities for this position:

- Build strong, trusted relationships across clinical, operational, and administrative teams to understand current-state technology challenges, service expectations, infrastructure dependencies, and organizational culture. Use these insights to inform technology strategy, resource allocation, and decision-making.
- Develop and execute an enterprise IT infrastructure modernization strategy and plan aligned with health system priorities. This planning should include capital and operational forecasting in support of enterprise-wide efficiencies.
- Elevate the performance, alignment, and culture of the technology department following recent restructuring. Provide steady leadership to support team members through change, set clear expectations, and build a high-performing department with strong succession planning and accountability.
- Lead a systemwide network assessment and execute a multi-year modernization plan. Ensure upgrades improve performance, reliability, cybersecurity posture, and support clinical workflows and digital initiatives.
- Define the roadmap for cloud migration and on-premises remediation. Ensure appropriate resourcing, risk mitigation, and the achievement of critical milestones, including the transition of Cerner/Oracle systems to Oracle Cloud Infrastructure.
- Provide the leadership to implement disciplined IT service management practices and stand up a modernized ServiceNow platform. Establish a high-quality helpdesk operating model focused on customer experience, reliability, and continuous improvement across technology services.
- Strengthen technology resilience by establishing enterprise disaster recovery and business continuity plans. Define prioritization, redundancy requirements, testing cycles, and governance to ensure systems supporting patient care and operations remain protected and recoverable.
- Conduct a comprehensive biomedical technology assessment and partner with clinical operations to develop a multi-year device lifecycle and replacement strategy. Improve coordination between IT, biomed, and clinical departments to ensure safe, secure, and well-integrated device ecosystems.
- Guide change management and organizational adoption efforts to ensure successful implementation of new technology platforms, infrastructure improvements, and service transformation initiatives. Promote clear communication, end-user readiness, and sustained utilization of technology solutions.

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## Candidate Qualifications

### Education/Certification

- Bachelor's degree in computer science, Information Systems, Engineering, or related field required.
- Master's degree in business administration, Healthcare Administration, or Information Technology preferred.

### Knowledge and Work Experience

- 10+ years in IT leadership with 5+ years in executive or senior management roles.
- Demonstrated success leading enterprise technology transformation in healthcare.
- Proven experience managing large-scale hospitals or health systems.
- Strong background in infrastructure modernization, cloud strategy, and clinical technology alignment.

### Leadership Skills and Competencies

- Commitment to Beacon's six-point Operating System, referred to as The Beacon Way:
  - Leverage innovation everywhere.
  - Cultivate human talent.
  - Embrace performance improvement.
  - Build greatness through accountability.
  - Use information to improve and advance.
  - Communicate clearly and continuously.
- Exceptional leadership, communication, and change management skills.
- Deep understanding of healthcare operations, clinical systems (EHR, PACS, etc.), and interoperability standards (FHIR, HL7).
- Financial acumen and experience with technology budgeting and ROI analysis.
- Collaborative leadership style with the ability to influence across matrixed teams.
- Proven track record of operational excellence by ensuring high uptime and reliability of critical systems.
- Leads teams to consistently meet or exceed service delivery KPIs through strong performance management.
- Reduces cybersecurity incidents by implementing proactive risk-mitigation and security practices.
- Oversees technology lifecycle governance and demonstrates effective financial stewardship within budget.
- Achieves regular integration milestones in post-acquisition environments through strong change and execution leadership.
- Increases stakeholder satisfaction and accelerates adoption of new digital tools through effective engagement and communication

## The Community

### Michiana Region

Beacon Health System is located in the Michiana region, an area comprised of seven counties in southwest Michigan and Northeast Indiana. The region is situated in close proximity to local treasures such as Lake Michigan beaches, outdoor activities, arts, culture, and sporting events. The area is also a short drive to the north to the outdoor lifestyle havens of Southwest Michigan and Northern Michigan which provide additional access to the shores of Lake Michigan and inland lakes for additional recreation. Elkhart and South Bend are the two largest communities in the region with a population of just under 480,000 people within St. Joseph and Elkhart Counties (July 2023 estimates). The community possesses 35-plus institutions of higher learning including the University of Notre Dame, St. Mary's College, Holy Cross College, Indiana University, Purdue University, and Ivy Tech Community College with established campus locations providing opportunities for education, training, and additional community activity.

This area captures the beauty of the Midwest with friendly people, vibrant communities to blend small town charm with big city attractions. The region boasts strong public and private schools at all levels and affordable cost of living. This region allows for professional and personal interests to align offering a high quality of life.

Manufacturing, hospitality, and healthcare are the largest industries in the region with Beacon Health System as one of the region's largest employers.

For more information about Elkhart, South Bend, and the Michiana region, please visit:

<https://www.southbendin.gov/>

<https://www.elkhartindiana.org/>

<http://www.macog.com/>

<https://www.visitelkhartcounty.com/>

## Procedure for Candidacy

Please direct all applications, nominations and inquiries to the WittKieffer consultants assisting Beacon Health System with this recruitment, preferably via e-mail, to [erobles@wittkieffer.com](mailto:erobles@wittkieffer.com).

*Beacon Health System values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status, or any other status protected by law.*

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