THE HEALTH COLLABORATIVE

Technical Project Manager, Healthcare

Reports to: Director of EPMO & Customer Experience

Level/Grade	Type of Position	Hours/Week
Professional	Full Time	40 hrs./week; exempt

GENERAL DESCRIPTION

The Technical Project Manager, Healthcare, is responsible is responsible for successful project delivery by providing direct coordination of cross functional project coordination and task management efforts that impact project goals, milestones, deliverables, budget throughout all phases of the project. This position is responsible for documenting project requirements, adhering to the project schedule, and ensuring the input is received from the correct business venues. The Technical Project Manager must have the ability to identify solution options to be agreed upon by project stakeholders and must maintain effective communication skills throughout all phases of the project. The role requires strong leadership, creative problem solving, thoughtful analysis and curiosity to pursue the interesting, without being distracted by the unimportant.

JOB RESPONSIBILITIES

- Plan, execute, and deliver project initiatives in both technical and non-technical disciplines.
- Assist in the development of key documents, including but not limited to grants, contracts, business associate agreements, and data use agreements.
- Acts as an advocate for change, may require influencing others to see the value in project, including managing interpersonal sensitivities and articulating the strategic view to ensure project alignment.
- Develop and maintain project artifacts including but not limited to contracts, charters, schedules, requirements, budgets, test plans, training plans.
- Proactively lead project and/or business activities by setting direction, creating project plans, defining timelines, identifying key milestones, and identifying resources needed on selected project(s)
- Facilitate sessions to develop requirements, determine solutions and resolve issues working with various business, customer, and IT partners.
- Identify gaps and recommend enhancements related to new and/or existing functionality, products, services, and workflows based on broad view of the organization.
- Identify issues that may stall project and address them by either resolving the issue or creating an alternative solution.
- Identify staffing needs to ensure and balance the availability of the required skills and competencies across project and program teams within the project portfolio.
- Tracks progress and communicates project(s) status on a regular basis to all parties involved.
- Solicit and evaluate internal and external customer feedback to enhance continuous quality improvement.
- Builds communication plans for implementation to ensure all involved parties (upstream/downstream) are informed of next steps for completion.
- Acts as an advocate for change, may require influencing others to see the value in project, including managing interpersonal sensitivities and articulating the strategic view to ensure project alignment.
- Partner with Informatics leadership to gain alignment on roadmap and talk through impact to technical teams (staffing/skillset); understand dependencies or roadblocks to projects; incorporate technical vision and strategy into overall business roadmap.
- Maintain awareness of new and emerging healthcare technologies and the potential for application.
- Ensure proper use and protection of information assets by complying with the organization's information privacy and security policies to protect assets from unauthorized access and by reporting any security events or potential events or other security risks to the organization.
- Other duties as assigned.

POSITION REQUIREMENTS

- Must have experience in implementation of healthcare technology, preferably with some experience in clinical, hospital and ambulatory areas.
- Self-starter with excellent problem solving, analytical and organizational skills. Collaborates well with all levels of internal and external resources, ability to work directly with executives, end users and consultants. Must be able to handle many responsibilities at once with priorities. Must be able to ensure consistent performance without supervision.
- Strong leadership and change management skills – previous management experience required.
- Demonstrated commitment to values of integrity, customer service, innovation, and collaboration/teamwork required.
- Demonstrated comprehensive experience leading and managing the planning, developing, testing, and implementing of software application changes.
- Possess good understanding in the areas of programming, database design, and system architectures.
- Ability to work well with staff members from multiple disciplines and varying degrees of technical and healthcare experience.
- Ability to work in fluid fast-paced environment and remain detail-oriented.
- Ability to manage projects of varying technical requirements and knowledge.
- Must have excellent communication and presentation skills, both verbal and written.
- Strong Project Management experience with system implementations related to claims.
- Proven problem-solving and analytical skills with an ability to approach a problem logically and systematically.

- Experience in contract development, negotiation, and execution.
- Exposure to traditional and modern data formats such as: HL7 2.x, C-CDA (CCD, QRDA, etc.), JSON, XML, Text, API, etc.
- Exposure to one or more leading business intelligence tools such as: MS SQL Server Platform, Tableau, SAP Business Objects, SAS, etc.
- Exposure to one or more leading data manipulation tools such as: MirthConnect, Perl, Python, MS SQL Server, Postgres etc.
- Must be able to sit for extended periods of time in front of a computer screen

EDUCATION/CERTIFICATION REQUIREMENTS

- Bachelor's degree preferably in Computer Science, Information Systems, Business Administration or related field or equivalent experience.
- Minimum of 5 years of formal project leadership in various life-cycle management methodologies.
- PMP certification and Agile experience preferred.
- Proficiency in LEAN methodology and application
- Must be proficient in Microsoft applications (i.e., Microsoft Excel, Access, Word, PowerPoint, Visio, Teams) and project planning software.
- 5-7 years' experience in the Healthcare industry preferred.

OTHER INFORMATION

Salary range: $75,000-$90,000

APPROVED BY: Alex Vaillancourt, CIO & SVP Informatics   **DATE POSTED:** March 1, 2021

Disclaimer: Nothing in this job description restricts the company's right to assign responsibilities to this job at any time as critical features of this job are subject to change any time.