

## Position Description

### Title: Technical Program Manager, Implementations

**Reports to:** eHealth Exchange Vice President of Interoperability Adoption

**FLSA Status:** Exempt, Full Time

**Supervisory Responsibility:** N/A

#### POSITION SUMMARY:

The Technical Program Manager helps to drive the success of the eHealth Exchange, a health IT interoperability initiative with nationwide scope, through a range of customer implementations as it relates to onboarding, testing, and technical support. The Technical Program Manager guides health systems, ambulatory providers, HIEs, and other new customers as they initially connect to the eHealth Exchange network and to address production connectivity issues. The Technical Program Manager also shepherds current eHealth Exchange customers to adopt new eHealth Exchange services.

The role involves a great deal of independent work, with significant responsibility for administering best practices for designing and implementing plans according to customer requirements. The role is highly visible with an expectation that each customer is provided with the highest quality customer service and exceptional communication to ensure flawless execution during their implementation and support.

The Technical Program Manager will contribute to the development, improvement, and documentation of implementation processes these organizations follow as part of their participation in interoperable exchange.

This position requires a blend of project management, process knowledge, product knowledge, technical knowledge, and strong analytical, communication, and leadership skills, and an eager willingness to learn—as it relates to the ever-evolving policy & technical healthcare landscape.

#### Who is eHealth Exchange?

The eHealth Exchange supports operational health information exchange activities, with services ranging from legal and policy governance, to identification of standards, and technical directory and security components.

#### ESSENTIAL FUNCTIONS:

- Educate applicants regarding how to join eHealth Exchange including testing requirements and test case highlights. Educate software vendors regarding how to obtain software certification. Customers range from small to large national organizations and governmental agencies.
- Interact directly and independently with customers through each phase of the eHealth Exchange onboarding process from the initial application, testing, through activation.
- Shepherd current eHealth Exchange customers to adopt new eHealth Exchange services.
- Facilitate calls with federal agencies to communicate and coordinate the status of outreach and onboarding activities.

- Provide technical support to eHealth Exchange customers including responding to technical and program inquiries.
- Maintain customer records such as contacts and services deployed.
- Create annual contracts and supply Accounting with the necessary information to generate invoices.
- Update contracts with invoicing and payment details supplied by Accounting.
- Process legal agreements with customers and facilitate requested changes to legal documents.
- Collaborate with all cross-functional internal team members and effectively maintain and build relationships across business groups while working in a highly consultative manner with the customer to ensure that the expectations are clearly defined.
- Direct the production of requirements documents which communicate process workflow and data/functional/operational needs effectively and accurately to both business stakeholders and technical staff.
- Anticipate customer needs and operational issues and proactively coordinate with customer and eHealth Exchange staff to overcome the obstacles and exceed the customer's expectations.
- Provide enhancements and continuous process improvements.
- Direct and coordinate activities of project personnel, driving teams to a solution, to ensure implementations progress on schedule and satisfy customer specifications.
- Prepare detailed and accurate implementation status reports and work proactively to resolve gaps and issues and keep the implementation on track.
- Assist with other projects as assigned.
- Host the Monthly All Participant Call and ensure that there is a meaningful agenda (with qualified presenters) each month.
- Respond to [Administrator@eHealthExchange.org](mailto:Administrator@eHealthExchange.org) emails and ensure coverage when out of office.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Deep operational knowledge of health IT interoperability transactions is preferred, particularly the overall workflow, technology and business process intersections.
- Demonstrated technical capability combined with the ability to effectively communicate technical detail to non-technical individuals.
- Exceptional consulting skills and customer savviness with proven ability to plan and work with customer through implementation process, while keeping efforts on track with milestones
- Strong project management skills with proven ability to independently and successfully apply process acumen to process improvement projects, with measurable business performance improvement outcomes.
- Ability to multi-task in rapidly evolving environment, in condensed timeframes with demonstrated ability to work against a plan, meet deadlines and produce deliverables relative to target dates.
- Strong problem solving and critical thinking skills with ability to identify and develop plans to mitigate issues from escalating and to identify creative solutions to avoid impeding implementation efforts.
- Ability to work with a customer's senior level management (typically Director / CIO) to provide updates and address escalated matters that affect the customer's implementation timeframe.



- Exceptional interpersonal skills and the ability to influence, negotiate, and lead regardless of title or authority.
- Proven ability to influence complicated courses of action when others are directly accountable for outcomes.
- Proficiency in Microsoft Office Suite.
- Excellent attention to detail and communications skills.

**EDUCATION, TRAINING AND EXPERIENCE:**

- Bachelor's degree or equivalent experience
- 5+ years of work experience in a client-focused role with increasing responsibility
- Minimum 3+ years solid experience in program/project management; preferably in health IT or HIE
- Consultant experience preferred
- Business Associate Agreement contracting experience preferred

**PHYSICAL AND MENTAL REQUIREMENTS:**

- Ability to work on a computer for extended periods of time
- Ability to stand or sit for extended periods of time
- Extended working hours and limited overnight travel (typically no more than 5 trips annually) may be necessary
- Occasional lifting of 15 to 20 lbs.