

SENIOR PROJECT MANAGER

Job Code:	SRPM
Reports To:	Director, Project Management Office
Base Location:	AZ or CO
Work Status:	Virtual Office
Minimum Starting Monthly Range:	\$7,941
Hiring Range (Monthly Pay):	\$7,941 – \$9,583
Full-time / Part-time:	Full-time
Exempt / Non-Exempt:	Exempt
Risk Designation:	High

Summary:

The Senior HIE Project Manager is responsible for leading the implementation planning and execution of Contexture HIEs in Colorado. This role includes leading large-scale projects that have a high degree of technology requirements and enablement for the business. In addition to this, this role manages new hire training on the implementation process. The Senior HIE Project Manager will drive and coordinate community activities in the areas of training, adoption, and managing expectations regarding detailed functionality, phasing of functionality, and integrating HIE functionality with workflow. The Senior HIE Project Manager will also be responsible for vendor engagement and organizing Contexture staff in various implementation roles including leading an Agile operations team as Scrum Master. This role reports to the VP of Project Management Office and will work closely with the Product Development, Technical Integration implementation, and Quality Assurance teams at Contexture as well as community resources.

This position is based in Phoenix Arizona or Denver Colorado. Our strategic flexibility allows for local remote work opportunities.

Essential Duties and Responsibilities include the following:

- Work with community participants in ambulatory and hospital settings to document current process/workflows, identify benefits and improvements provided by an HIE, define measurable goals, establish benefits portfolios, and re-engineer workflow based on selected HIT product(s)
- Plan, schedule, estimate, forecast, coordinate, re-plan as appropriate, and manage delivery of all implementation deliverables through the entire life cycle
- Provide leadership in development of repeatable HIE implementation methodologies and artifacts for Contexture.
- Become an expert in selected hospital/practice-based software functionality
- Manage community and vendor relationships, including management of scope, expectations, status, and issue follow-up
- Ability to be the technology expert in testing, defect identification and remediation
- Planning and executing testing with vendors and end user, including (but not necessarily limited to) writing test scenarios and plans, integration testing, interface testing, data migration testing, and user acceptance testing

- Monitor and report on the status of project efforts, including weekly time reporting and problem prevention/mitigation
- Facilitate and encourage participant commitment and collaboration to meet all interface specification requirements to alleviate defects in future project phases and post-production
- Planning and executing user training and ongoing adoption support, ensuring that users are adequately trained, educated, and advised on the functionality, processes, and associated benefits
- Troubleshooting and helping users rectify system issues
- Work with community participants and vendors to establish network connectivity to Contexture HIE and configure software solution according to desired clinical workflow for physician practices
- Identify, prioritize, communicate, and drive resolution of critical issues and risks to mitigate negative impact to community satisfaction.
- Support Contexture Service Desk on post-production issues, as necessary
- Effectively manage difficult situations with clear timely decision making as well as incisive and creating problem solving.
- Leading large-scale projects that have a high degree of technology requirements and enablement for the business
- Aligning, tracking, and ensuring proper execution of these projects as it relates to resource planning, business process changes, training, financial health, and operational readiness
- Facilitate the definition of project scope, goals, deliverables and also identify, define, and manage project tasks and resource requirements
- Ensure effective communications between customers and project team member
- Prepare and present status reports defining project progress
- Identify, track, monitor, and communicate project-related issues and solutions
- Leading one or more Contexture project teams consisting of professionals from multiple functional areas (technical, marketing, quality assurance, development, support, , etc.)
- Manage new hire training
- Support new hires in initial implementations to reinforce high level training provided at the time of onboarding
- Lead an operations Agile team as Scrum Master. This includes being responsible for ensuring the team follows Agile principals as well as the processes and practices the team agreed they would use
- As applicable, after hours may be necessary to support after hours deployments, changes, or major incident response
- Performs other related duties as assigned

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills

- Project management experience with demonstrated success

- Comprehensive understanding of RHIOs and the HIE landscape - including functionality, technology (HIT), and policy
- Strong knowledge of clinical workflow, ideally across healthcare providers and systems
- End user training, both individual and classroom settings
- Process & workflow mapping and redesign
- Strong process orientation, problem solving and troubleshooting skills, and a firm commitment to quality
- Ability to establish and meet deadlines in a fast-paced environment and work on many projects at the same time
- Balanced business/technical background:
 - Sufficient level of technical background to provide highly credible leadership to technical teams and to be able to accurately and objectively evaluate complex project risks and issues
 - Ability to provide leadership to Product Owners and collaborate with participants and develop strategies and solutions of high business value
- A proven track record of successfully implementing projects using Agile methodologies with demonstrated experience in Agile Project Management tools such as Jira, Rally, VersionOne or equivalent
- Outstanding communications skills, able to communicate with all levels
- Ability to produce high levels of customer satisfaction and commitment
- Ability to lead meetings attended by senior executives, manage expectations and drive consensus
- Team Player, able to excel in unstructured and structured environments
- Client-focused
- Conflict management
- Ability to understand the big picture while working at a detailed, task-based level
- Strong interpersonal and negotiation skills, with a high degree of self-motivation and ability to work independently
- Willing to travel within the state; travel will be significant during implementation and training phase
- Must occasionally be available for after-hours work, outside of normally scheduled hours

Education/Experience

Minimum of 7+ years of experience in project management. Healthcare and/or information technology experience required; HIE implementation experience and knowledge preferred. Bachelor's Degree in Information Technology, Business Administration, or related field required. Master's Degree preferred. Project management certification preferred.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

The position may require occasional availability for after-hours work, outside of regularly scheduled hours.

The position may require ability to periodically drive to and from clients, conferences and / or events; and / or limited travel.

This position is expected to be exposed to, process, or handle sensitive information including but not limited to Protected Health Information (PHI), Personally Identifiable Information (PII), financial information, etc. As such, the holder of this position is expected to comply with all applicable laws, regulations, organizational policies, and compliance expectations.

Physical Demands

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. The person in this position needs to frequently communicate and exchange information and move about inside the office to access file cabinets, office machinery, etc. Must be able to remain in a stationary position 50% of the time. Constantly operates a computer and other office productivity machinery, such as a keyboard, monitor, calculator, copy / scanner machine, and printer. Frequently moves office and work-related material weighing up to 10 pounds; Occasionally moves office and work-related material weighing up to 30 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Note: *This job description is not intended to be an exhaustive list of all duties, responsibilities and / or qualifications associated with the job.*

Benefits: Contexture provides a comprehensive benefits package. For details, please request a Benefit Summary from our Benefits Department.

*The organization is an inclusive **Equal Opportunity Employer**. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or other status protected by law or regulation.*