



Position Title: Technical Project Manager, Symphony Provider Director

Position Summary:

The Technical Project Manager will support the build of Symphony as a large scale, state-wide provider directory product. This will include supporting all Technical Services workstreams, creating workstream project plans, completing weekly status reports, leading the change control process, and tracking all risks and issues associated with schedule, resources, and budget. The Technical Project Manager will work to resolve issues and risks in the Tech Services workstreams, evaluating impacts to other program workstreams and identifying options for resolution. S/he will work closely with the Technical Services team, Product and vendors to drive deliverables for successful project completion.

Core Job Duties and Responsibilities:

- Implement Program Services best practices to assigned workstreams: develop and manage Technical Services workplans, including scope of work, charter as indicated, requirements, timeline/project plan, reporting, documentation, workflow diagrams and other documentation as needed
- Proactively identify, and manage workstream risks/issues and present options for resolution and/or escalation
- Support/manage relationships with program team, partner organizations and vendors as assigned
- Balance needs of projects, re-prioritizing frequently, and ensure on-time submission of deliverables
- Complete documentation concisely, with specificity and precision, using diagrams and presentations as indicated
- Gather information through key team members, SMEs, online resources, surveys, and/or other sources
- Synthesize complex information in concise writing (e.g. fact sheet, data brief, meeting agendas/minutes) and visually (e.g. slide deck, diagrams) to support understanding and alignment with internal teams and vendor task force(s)
- Produce process diagrams to support definition and validation of key processes and critical paths
- Lead technical/vendor team meetings and ad-hoc meetings as assigned: develop meeting objectives and agendas, document and track issues/risks, decisions and action items
- Implement project decisions and follow-up activities
- Research issues as needed to support workgroup/program deliberations on assigned topics, gathering information from a variety of sources (e.g., publications, online resources, interviews with key informants); develop discussion documents and recommendations, and vet internally
- Communicate effectively with program team, vendors and key stakeholders; build and maintain positive relationships
- Report regularly to Program Services, keeping the team informed of existing projects, delays and cancellations.
- Participate in building technical project management best practices.
- Build collaborative relationships and ensure alignment, buy-in and coordination of diverse project stakeholders, internal team members and key vendors
- Support the program Change Control:
 - Work with Change Control Board to review change requests and communicate decisions.
 - Initiate new change requests, including those that have a significant business impact, as needed when progress impacts program timeline, budget, resource or regulatory/contractual compliance.

- Manage other ad hoc duties as assigned

Required Qualifications, Job Knowledge, Skills and Work Experience:

- BA/BS degree
- 5-10 years of experience working in health care
- Strong understanding of the structure of California health care delivery system
- Demonstrated project management skills
- Strong written communication skills
- Process diagram proficiency
- Experience leading complex project workstreams involving a variety of stakeholders
- Ability to anticipate needs, identify issues impeding success, and propose creative, viable solutions. Cope well with ambiguity and changes in direction as solutions are in development
- Strong initiative and superior productivity. Ability to manage multiple tasks in an organized fashion. Strong sense of priorities and objectives.
- Excellent interpersonal, collaborative and communication skills; able to interact successfully with people of all levels inside and outside IHA
- Demonstrated past success, and enjoyment from working in a small, fast-paced, professional environment. Desire to be helpful in any way needed to support the team, program, and organization.
- Technical knowledge and proficiency with all Microsoft Office applications, including Excel and PowerPoint
- Ability to travel. Most travel is same-day, within CA, but overnight and/or national travel may be required

Benefits:

- Competitive salary
- Great work environment in convenient location (City Center 12th St BART Station in Oakland)
- Free snacks, tea, coffee
- Subsidized gym membership
- 401K contribution
- 20 paid days off a year + 10 holidays
- Medical/dental/vision coverage
- Commuter benefits

Please submit cover letter and resume in confidence to jobs@iha.org, and include “Technical Project Manager” in the subject line.

Permanent US work authorization is a prerequisite to employment for this position.

About IHA

The Integrated Healthcare Association is a non-profit multi-stakeholder leadership group, founded in 1994, that promotes health care quality improvement, accountability, and affordability for the benefit of all Californians.

IHA leads regional and statewide performance measurement, provider data and value-based payment programs/products, serves as an incubator for pilot programs and demonstration projects, and collaborates with diverse healthcare stakeholders on a variety of critical healthcare issues.

IHA members represent the most diverse and influential cross section of healthcare organizations across California. With trusted data and collaborative programs, we serve as a catalyst by forging common ground and initiating, coordinating, and managing projects that address delivery system challenges.