



Connecticut's Health Insurance Marketplace

## Senior IT Program Manager Job Posting

Salary Range: \$110,000 - \$120,000

### Summary/Overview:

As the Senior IT Program Manager you will be responsible for large scale program management and general project management duties for assigned projects. You will be expected to bring in projects on time and within budget. You will also be responsible for developing and reporting on multiple project management metrics and status reports while creating and maintaining a detailed project plan for all assigned work.

The qualified candidate must be a thought leader, critical thinker and a key resource to senior leadership. Additionally, the candidate must have excellent time management skills to function in a fast-paced environment, demonstrating independent work skills, strong work ethic, and a passion for helping to bring affordable healthcare to all residents in our state.

Our **Vision:** The AHCT supports health reform efforts at the state and national level that provide CT residents with better health, and an enhanced and more coordinated health care experience at a reasonable, predictable cost.

Our **Mission:** To increase the number of insured residents, improve health care quality, lower costs and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

### Essential Duties and Responsibilities:

- Responsible for all phases of projects of a highly complex nature, which may include programs involving multiple project work streams, and acts as a single point of contact for those projects
- Plan and manage programs and projects across multiple business Product Teams, as well as the Operational Team and IT organization as required
- Take projects from original concept through final implementation. Interfaces with all areas affected by the project including end users and IT and business partners.
- Actively manage small and large scale projects directly with varying degrees of complexity.
- Conduct program and project meetings and is responsible for tracking and analysis.
- Ensure adherence to quality standards and reviews all project deliverables  
Recommends and takes action to direct the analysis and solution of problems.
- Communicate with stakeholders on an ongoing basis; estimate resources and participants needed to achieve project goals; draft and submit budget proposals and

recommend subsequent budget changes where necessary; manage multiple projects as necessary

- Negotiate with other department managers and vendors for the acquisition of required resources; determine and assess needs for additional staff and/or consultants and make the appropriate recruitments if necessary during project cycle
- Set and continually manage project expectations with team members and other stakeholders; delegate tasks and responsibilities to appropriate personnel
- Plan and schedule project timelines and milestones using appropriate tools; track project milestones and deliverables; develop and deliver progress reports, proposals, requirements documentation and presentations
- Determine the frequency and content of status reports from the project team, analyze results and troubleshoot problem areas; proactively manage changes in project scope, identify potential crises and devise contingency plans
- Define project success criteria and disseminate them to involved parties throughout project life cycle
- Conduct post project post-mortems and create recommendations report in order to identify successful and unsuccessful project elements
- Coordinate with IT and department managers to assess and track plans, status, etc. for on-time delivery of critical projects and programs; this includes assisting teams and the project teams in removing impediments and resolving cross-team issues

**Competencies:** to perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; Collects and researches data.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality.
- Oral Communication - Listens and gets clarification; Responds well to questions.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Contributes to building a positive team spirit.
- Professionalism - Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.
- Attendance/Punctuality - Is consistently at work and on time.
- Dependability - Follows instructions, responds to management direction; Commits to additional work hours when necessary to reach goals.
- Initiative - Takes independent actions and calculated risks; Asks for and offers help when needed.

**Qualifications:** the requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's Degree
- PMP active certification, preferred
- 7+ years experience as a Project Manager

- 5+ years experience in a healthcare industry strongly preferred
- Experience working in a business environment coordinating with and supporting internal and external clients and vendors
- Experience managing complex development projects with significant business input and interaction
- Expert in managing project scope, time and resources, budget, quality and risk/issues while balancing the need of multiple stakeholders building relationships through effect communication.
- Experience to understand how to develop and managing a critical path, with only limited information to start.
- IT experience to know the right questions to ask to identify potential risks before they transpire. Defines project scopes and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports.
- Excellent verbal and written communication skills, and the ability to interact professionally with a diverse group of executives, managers, subject matter experts, internal / external customers and peers
- Strong facilitation and presentation skills, including the ability to facilitate a cross-organizational team toward achieving a common goal
- Demonstrated ability to successfully manage multiple initiatives simultaneously – prioritizing multiple activities and adapting to a rapidly changing environment.
- Analytic, detail-oriented and highly-motivated with the ability to work independently
- Strong interpersonal skills and proven leadership working with diverse and complex projects
- Full life cycle Project Management (scope, goal, deliverables)
- Proven negotiation skills
- Ability to communicate effectively with all levels of management
- Experience includes development and management of multiple budgets related to various projects and or program
- Proven track record in meeting project milestones
- Knowledge of CMS and HHS Regulations
- Experience working with Large scale projects from end-to-end
- Call center experience a plus
- State agency program experience (Medicaid/CHIP/SNAP/TANF) preferred

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

While performing the duties of this job, the employee is frequently required to sit, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

**Work Environment:** the noise level in the work environment is usually low. Requires fast-paced deadlines and has a high stress at times. Presentations to the Board of Directors are required. Minimal travel.

*Access Health CT is an EEO and Affirmative Action Employer*

Please send your resume with a cover letter to: **HRinbox.CTHIX@ct.gov**