

UW HEALTH JOB DESCRIPTION

TECHNICAL PROGRAM MANAGER

Job Code: 333010	FLSA Status: Exempt	Mgt. Approval: M. Waisbrot	Date: January 2023
Department: Information Services		HR Approval: M. Grayson	Date: January 2023

JOB SUMMARY

The Technical Program Manager is responsible for designing and managing the implementation, operations, and evaluation of strategic programs or functions within UW Health Information Services. The program manager will be in overall, end-to-end, charge of the program, from shaping the approach to get the desired outcomes through to delivery. The position includes coordinating projects and resource management within the program, stakeholder and sponsor communications, reporting, and engagement.

Responsibilities include designing communication to internal and external stakeholders, coordinating reports and statistics programmatic performance, resource management within the program and gain an in depth understanding of the various applications or technology that are used by internal or external customers. The Technical Program Manager analyzes and researches programs, technical solutions, and drafts business plans as needed and participates in various process design and improvement initiatives.

Program Managers are considered technical experts in the related field and are responsible for overseeing management of highly complex programs, often with organizational wide impact. Additionally, Program Managers are responsible for directing, evaluating, and providing feedback to professional level employees who participate in the operations of the applicable programs. Program Managers may direct the work of other employees, occasionally from multiple cost centers and are responsible for communication of resource needs across multiple departments.

MAJOR RESPONSIBILITIES

Program Leadership:

- In conjunction with organization and departmental leadership, leads the development of the overall approach for the program, its major time frames, and the definition of its major deliverables to address and meet the desired goals and outcomes.
- Leads regular interactions with the executive sponsor to inform, alert, negotiate and maintain a continuing good relationship and shared vision for the program outcome.
- Establishes and ensures appropriate governance functions for the program in accordance with enterprise policies, practices and on behalf of the executive sponsor.
- Directs the creation and maintenance of the required program documentation and artifacts.
- Ensures and balances the availability of the required skills and competencies across project teams within the program.
- Acts as an advisor and builds and maintains relationships across the wider stakeholder community.
- Leads the oversight of program projects' execution, their progress compared with the plan and the production of agreed deliverables, success metrics and impact to the business
- Serves as Technical expert in applicable applications or technologies that are utilized as part of this program.
- Schedules and forecasts program staffing and other resource needs.

Service Delivery:

- Oversees strategic and operational projects within assigned area.
- Maintains an in-depth knowledge of existing and developing technologies and their dependent applications to serve as a technical knowledge resource and liaison for IS, UW Health, SMPH, and regional customers.
- Participates in providing education related to functions of program.
- Role models service excellence in interactions with internal and external constituents.

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Communication:

- Designs and orchestrates the delivery of applicable communication to internal and external constituents.
- Translates highly technical workflows and configuration, data and information into meaningful stories related to strategic aspects of assigned program.

Operational Improvement:

- Oversees collection and utilization of operational benchmarking data to recommend targets for improvements.
- Performs continuous improvement on program health and financial efficiency
- Prepares appropriate reports and statistics, and conducts surveys in order to evaluate departmental operational and fiscal performance.
- Researches industry best practices and recommends process improvements to leadership.
- Reviews and recommends policies that support the direction of the program.

Resource Management:

- Prepares, reviews, and manages capital and operational budgets in alignment with the strategic intent of the program.
- Monitors and reports on financial performance on capital and operational budget versus actual spend.

Strategic Planning:

- Program leader in planning teams, and oversees coordination of the planning process, financial, and marketing strategies.
- Establishes monitoring process for tracking performance of new programs to facilitate continuous improvement.
- Researches operational and benchmarking best practices, and prepares reports, proposals, and business plans.

Formulates, organizes, and monitors inter-connected projects and planning

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Healthcare, Information Technology, Business, or related field Four (4) years combination of relevant experience and education may be considered in lieu of degree
	Preferred	Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success in designing and managing the implementation of enterprise class programs while attaining desired results based on goals and objectives • Demonstrated success in managing programs deployed in a 24x7 healthcare, or equivalent, setting • Demonstrated success using effective communication and interpersonal skills to lead others directly or indirectly • Demonstrated success being proactive and innovative • Demonstrated success leading, collaborating, and mentoring cross functional team in support of complex enterprise solutions and programs
	Preferred	Seven (7) years relevant experience in a Healthcare setting
Licenses & Certifications	Minimum	
	Preferred	Relevant certifications

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Required Skills, Knowledge, and Abilities	<p><u>Information Services (IS) Core Competencies:</u></p> <p>Advanced competency in the following areas:</p> <ul style="list-style-type: none">• Communication• Effective team member• Critical thinking• Program specific competencies and technical aptitude <p>Intermediate competency in the following areas:</p> <p>Leadership including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leads & develops people</p> <ul style="list-style-type: none">• Technical leadership of applicable products or platforms• Leading highly empowered, self-directed teams including cross-functional teams• Applying lean management tools• Applying agile methodologies• Mentoring and teaching <p><u>Other Skills, Knowledge, Abilities:</u></p> <ul style="list-style-type: none">• Strong analytical skills to include the understanding and documentation of business/clinical processes and the ability to identify opportunities to improve processes through technology.• Demonstrated success is developing and managing a budget that aligns with strategic vision and mission• Excellent communication skills in both written and verbal presentation.• Demonstrates effective communication with senior management, clinical, administrative, revenue cycle and operational customers, vendors, and external healthcare organizations.• Ability to work well with people from different disciplines with varying degrees of technical experience.• Ability to provide leadership and promote teamwork.• Ability to manage project implementation teams and individuals and monitor the deliverables of each team to ensure milestone and on-budget completion.• Demonstrates ability to mentor staff and assist them in attaining desired results based on individual goals and objectives.• Effective interpersonal skills.• Consultative approach to working with users in assessing needs and requirements.• Ability to manage multiple tasks with ease and efficiency.• Ability to effectively manage change.

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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.