

Technical Account Manager/Technical Project Manager

Job Description

Oversee multiple implementations and lead a team. Exceed expectations. Work with Customers in a region/across the country in a timely and cost effective manner while exceeding customer expectations. Sole responsibility for client satisfaction, track project schedules and serve as liaison between internal departments and designated client points of contact. Candidate would have minimum of 6 years experience with at least 3 - 4 years in healthcare IT.

Responsibilities

The role of the Project Manager/Account Manager is to plan and execute work according to deadlines and within budget. This includes managing matrixed resources and business stakeholders and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan. Senior AM/PM should be able to adapt various project methodologies to deliver the project.

- **Project Planning:** Responsible for planning and conducting project kickoff meetings, defining project scope, facilitating technical/operational requirements identification, developing detailed project plans, project budget or anticipated savings, and establishing a framework for the management of on-going project activities.
- Work together with customer SMEs and facilitate solution design discussions.
- **Project execution and tracking:** Manages the project management process, including leading project meetings. May document issues, action items, user requirements, or deliverables from project meetings. Performs a variety of project related activities, including: updating project schedules and plans, project communications, budget tracking, etc. Accomplishes all work within established methodologies and standards.
- **Risk and Issues management:** Identifies and tracks project issues, resolving issues where possible or escalating to higher management when needed. Assesses and manages risks and drives mitigation activities.
- **Change management:** Influences and gains commitment to change. Partners with clients and project team members to drive communications and change management activities for each project deliverable. May be responsible for participating in the development of communications and change management materials.
- **Customer Service:** Actively engages clients through all phases of the project life cycle, ensuring client satisfaction through timely communication and consistent completion of deliverables within communicated timeframes.
- **Growth Opportunities:** Identifying opportunities to grow business with the customers and engaging sales team with the process.

Domain Knowledge

- Knowledge of Population health management, ACO, Meaningful Use, CMS, PQRS, NCQA, HEDIS quality measures, MSSP and payer contract performances.

- Understanding of leading market EMRs, Healthcare integration products and Methods of integration.
- Do's and Dont's of Health care IT Security, HIPPA compliance and generally dealing and navigating through IT processes.

Technical Capabilities

- Hands on experience in extracting data using SQL to analyse data. Some experience with relational databases.
- Ability to understand various data exchange formats XML, JSON, HL7 ..., used in healthcare. Use data inspection tools and create mapping documents.
- Basic experience with scripting (shell, perl, python).
- Understanding of REST APIs, Web services, service oriented architectures.
- Understanding of various web architecture.
- Challenges and benefits of data extraction in InPremise and Cloud deployments.
- Hands on experience in data extraction and integration.
- Familiar with various healthcare document formats and protocols. (HL7, 837, ADT, CDA, CCD ...)
- Any experience with NoSQL databases and Big data is bonus.

Abilities

- Project, vendor, people, stakeholder management and strong communication skills are a must.
- Understanding of Infrastructure projects is a big plus
- Experience with delivering small, medium and large integration and analytics projects
- Experience working with cross functional teams from IT, software engineering and business domains
- Must be able to navigate thru competing/shifting priorities, demands and timelines through analytical and problem-solving capabilities
- Ability to expertly remove obstacles for the team or direct obstacles to appropriate owners for resolution quickly.
- Comfortable working with and influencing a wide range of roles and levels

Work daily with off site team members

- Manage sprint stories and provide guidelines to the development team.
- Facilitate answers to questions the development team has.
- Review deployment readiness and change implications with development team.

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