Title: **Manager, Information Technology**   **FLSA Status**: Exempt
Department: Information Technology   **Job Grade**: 18
Reports to: Director, Information Technology

Position Summary

The Information Technology Manager is responsible for proactively engaging the business leaders of Access Health CT (AHCT) to elicit, define, and deliver the technology needed to meet organizational objectives. This is a hands-on role in which the ability to perform through code reviews and technical design document reviews will be necessary. S/he will manage the organization-wide information technology program, most particularly the Integrated Eligibility system shared between AHCT and the Department of Social Services (DSS). Other processes that govern improvements and changes made to technology systems within the organization will be managed by the Manager, IT across different functional areas and other stakeholders and partners. S/he will lead project managers, testing resources, and Network Administrators. A major role will be coordinating system availability and technical operations with the Director of Operations to ensure AHCT customers are always served. This position reports to the Director, Information Technology and will supervise up to 5 internal employees plus IT Business Consultants.

Responsibilities

- Manage the engagement of business leaders to deliver specific technology changes and improvements to meet AHCT goals and mission.
- Support IT projects initiation and prioritization review process.
- Take a proactive approach to establishing, maintaining and creating key performance indicators as well as best in practice (from various industries) service level agreements.
- Manage and lead a team that is dedicated to the technology maintenance and operations contracts for the exchange. This will include validating that the M&O vendors are meeting the established SLA's and KPI's of the exchange.
- Manage the scope, schedule, and budget of IT projects that span functional areas and State Agencies.
- Manage the Information Services budget i.e. staff, DDI, vendors.
- Manage IT vendors, relationships, and engagement.
- Coordinate and execute smooth and timely production launches without interruption to critical services.
- Manage & coordinate execution of the deployment plan during releases, including fielding of deployment issues, escalations and contingencies, acting as the primary POC throughout the deployment execution.
- Engage and schedule functional resources in support of deployment and implementation verification & identify resources and/or scheduling conflicts with change in release scope.
- Organize release review meetings for all environments, facilitating production deployments, preparing, maintaining and distributing release artifacts (e.g., checklists, release calendar), monitoring and reporting the release quality.
- Determine the readiness of each release based on release criteria & drive security and compliance reviews and signoff required for the release.

- Be the authoritative point of contact for releases & work directly with PMs, QA, Eng, database administrators, build engineers and other business stakeholders to coordinate and provide technical assistance throughout the release process.
- Document and be watchful for friction points, cross functional interdependencies, common implementation problems, and the opportunities for improvement that they provide.
- Develop/maintain productive working relationships with project sponsors, key business partners, and internal team members.
- Risk management and issue/problem resolution as required. Anticipate issues and act proactively to address potential issues & escalate issues, as needed.
- Develop & manage detailed launch plan including roles, responsibilities and milestones.
- Regularly communicate status to Senior Management via checkpoint conference bridge/Status reports.
- Champion and advance release management processes and methodologies.
- Demonstrated success communicating across a variety of audiences, including executives, business staff and technologists (both up and down the organization) - internal & external clients, as needed.

IT Department Management
- Budget management for releases that align with overall department goals, forecast and expectations
- Manages and develops demand forecasts with cross department across multiple state agencies on large initiatives to assist functional areas or departments in planning and delivering end-to-end services. Identifies issues and recommends alternative approaches.
- Oversee, lead, manage multiple teams with functional areas, departments, state agencies to interpret and plan projects or workload forecasts. Provides advice and counsel regarding various results
- Manages complex relationships between delivery (State and Federal Agencies) and consumer groups to ensure good client relations. Resolves issues and determines and implements appropriate course of action
- Participates in developing new technology / business proposals and introduces new technology to enhance business solutions
- Trains and evaluates employees to enhance their performance, development, and work product. Addresses performance issues and makes recommendations for personnel actions
- Attend all required management/supervisory training.
- Encourages employee growth and development.
- Prepares annual performance reviews.
- Meets weekly with staff and conducts bi-weekly 1:1s.
- Demonstrates company Values and supports employees' adherence to Values

Qualifications
- BA/BS in related field and/or equivalent industry experience
- **A minimum of 5-7 years of experience with information technology**
- **A minimum of 3 years of experience managing technology employees and consultants.**
- **Good hands-on experience in developing large scale systems using Java technology stack using IBM products as well as open source solutions**
- **Knowledge on fundamental design principles behind scalable application**

- **Understand different programming languages and ability to solve problems in coding, testing and deployment.**
- **Good knowledge of different software systems, client/server architectures and various compatibility requirements.**
- **Ability to collaborate with internal and external stakeholders in an effective manner that produces desired results**

- Experience with the principles and techniques of project management
- Budget experience a plus but not required
- Ability to quickly articulate creative and alternative methods for solving business problems
- Ability to effectively lead and meet business objectives in a highly collaborative and high-performance work environment
- Advanced knowledge of hardware, software, data, and network principles and systems related to Healthcare Exchanges.
- Knowledge of federal rules as they apply to data management a plus but not required.

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, stand, 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: this is an in-office role 2 predetermined days per week and a remote role 3 days per week. The noise level in the work environment is usually moderate. The role requires the ability to work offsite with stakeholders at their locations, e.g. BEST, CMS, DSS. The noise level in the work environment is usually moderate. Requires fast-paced deadlines and has a high stress at times. Frequent local travel and some travel within the U.S.

Affirmative Action and Equal Opportunity Employer