



**Position Title: Technical Program Manager**

**Reports To: Director of Product Development**

**Location: Denver, CO**

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Connect for Health Colorado is the state-based health insurance marketplace and support network that allows individuals, families and small employers to compare and purchase health plans from companies including the major health plans in the state in a convenient way. We provide high quality customer assistance by phone and in person, as well as access to federal financial assistance to reduce the cost of health insurance. Our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

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**Position Summary:**

The Technical Program Manager is responsible for ensuring that Connect for Health Colorado's product matches the evolving needs of the business. They must maintain a close working relationship with the vendors and work with them on the daily prioritization of deliverables and requirements. The individual must be closely in tune with business and various stakeholders to understand their needs and explore/suggest workable solutions for meeting that need.

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**Position Responsibilities:**

- Work in conjunction with our vendors and state partners to manage the software development lifecycle, to ensure that software delivery meets our needs of functionality, and that timeliness and budget are met.
- Achieve business objectives by providing strategic leadership and recommendations, preparing and completing project plans, identifying trends, determining system improvements, resolving problems, implementing change, and risk/issue/dependency management.
- Drive decisions and consensus with other state agency partners in alignment with program objectives.
- Assists in the development of contracts.
- Manage multiple projects simultaneously. Projects span across various business units to include security, compliance and customer experience enhancement.
- Acts as a liaison between business clients, technical staff, development staff, and other key stakeholders throughout the development life cycle on complex projects.
- Manage and drive project agendas and communications.
- Coordinate cross-organizational testing teams and drive resolution of open items and issues.
- Analyze project data, monitor and report on the health of the project for schedule, scope, budget, risks and resources.

- Ownership of product after project implementation including; coordinating break-fix resolutions between technical teams, assisting in resolving any product issues, evaluation of success criteria, identification of best practices, lessons learned, and strategies for future releases and deployments.
- Ensure proper change management processes are executed across the project life cycle.
- Create and maintain project management documentation to include, but not limited to, project charters, project plans, risk management logs, status updates.
- Review and approve business and technical design docs for related projects. Ensure requirements meet business, policy, compliance and technical expectations.
- Provides input to Operations areas planning to enable integration of new requirements into current infrastructure.

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**Position Requirements:**

- Preferred bachelor degree in an IT, computer science or related field or equivalent years of experience.
- Minimum 5 years' experience working as an IT professional.
- Minimum 2 years' project management experience.
- Effective vendor management skills in technical project delivery experience.
- Preferred experience with both Waterfall and Agile SDLC methodologies.
- Effective communication, ability to listen and understand complex business scenarios, as well as to gain agreement on forward direction from competing interests.
- Ability to understand and develop big picture strategies and break them down into actionable tasks.
- Ability to work within a very fast-paced, quickly evolving organization, manage multiple, complex priorities and respond effectively to change.
- Candidate must be a committed team player with exceptional interpersonal, problem solving, and communication skills.
- Candidate must also have demonstrated success working with a wide range of stakeholders.

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**Work Environment:**

- Typical office setting; the Connect for Health Colorado office is in the Cherry Creek area of Denver, near the intersection of Colorado Blvd. and Cherry Creek Drive North
- Work schedule may include some non-traditional hours, weekends and evening events.
- Full time position
- On-site during office hours, typically 8am-5pm

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**Compensation:**

Connect for Health Colorado offers a competitive salary and benefits package. Using Connect for Health Colorado's annual benefits allowance, employees may elect from various benefit offerings and tailor package to best suit their individual needs. Connect for Health Colorado employees are eligible to participate in the organization's 403(b) plan and are additionally provided with paid time off, short and long-term disability and life insurance.

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**To Apply:**

Please e-mail resume, cover letter, salary history, and three (3) references to [hring@c4hco.com](mailto:hring@c4hco.com). Please include position title in the subject line. No phone calls please.

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Connect for Health Colorado is an equal opportunity employer (EOE). Connect for Health Colorado may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a con