



Position Title: Technical Program Manager

Reports To: Director of Product Development

Location: Denver, CO

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.

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 internal teams 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. The Technical Program Manager is also responsible for leading, mentoring and developing a team of business analysts to support the Connect for Health product roadmap.

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, identifying trends, determining and driving forward 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.
- 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 software development life cycle on complex projects.

- Product owner responsibilities including product design, coordinating break-fix resolutions between technical teams, assist with resolving any production 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.
- Responsible for partnering with business analysts to author and approve user stories, determine downstream and operational impacts as well as advocate for product needs in Agile ceremonies. Ensure requirements meet business, policy, compliance and technical expectations.
- Provides input to Operations areas planning to enable integration of new requirements into current infrastructure.
- Lead, mentor, coach and develop a team of business analysts. Responsible for managing and promoting professional development for team members as well as advocate for team needs and opportunities.
- Assist with vendor management duties including but not limited to monitoring quality and performance of vendor partner, tracking contractual obligations and raising risks/dependencies.

Position Requirements:

- Preferred bachelors degree in an IT, computer science or related field or equivalent years of experience.
- Minimum 5 years of experience working as an IT professional.
- Minimum 2 years of product management experience.
- Agile SDLC experience required, waterfall SDLC preferred.
- Prior management experience preferred.
- Effective vendor management skills in technical project delivery experience.
- 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.

Work Environment:

- Typical office setting; the Connect for Health Colorado office is near the intersection of Interstate 25 and 225, with easy access to major roads and public transportation including light rail. Work schedule may include some non-traditional hours, weekends and evenings
- Full time position
- On-site during office hours, typically 8am-5pm

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.

To Apply:

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

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