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## Program Manager

### Job Overview

Coordinate people and processes to ensure multiple projects are delivered on time and produce the desired results. Provide vision, direction, and leadership to external and internal customers regarding programs and projects and are responsible for customer satisfaction and contract execution. Function as the “go to” person for everything involving a project’s organization and timeline. Work directly with the client providing status and participation as a “partner” in planning and issue management.

### Responsibilities and Duties

- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure all projects are delivered on-time, within scope and within budget
- Direct all phases of the business development life cycle including business case development, marketing strategy, proposal management, pricing, contract negotiation and strategic partnering
- Grow business with existing and new clients
- Work with senior government officials and industry executives to solve complex challenges using an equitable blend of technical and business acumen
- Meet all client delivery expectations and targets for mission critical technology and healthcare programs/projects and business operations across multiple locations while exceeding performance targets
- Facilitate activities between the company, customers, and other stakeholders, providing continual status reports and resolving issues in a timely manner.
- Ability to objectively resolve complex challenges within business constraints
- Consistently identify opportunities for and initiate positive change, ensuring continuous improvement in all aspects of the company and programs
- Identify barriers and risk factors that may inhibit or impede programs/projects and define and execute mitigation strategies to remove or mitigate them
- Direct, lead, and coach all members of the program and project teams to exceed program objectives

### Qualifications

- Ten + years of progressive program management experience within projects and programs that focus on technology and/or healthcare related initiatives
- Proven experience managing healthcare IT programs as well as multiple, large projects/programs with an annual contract value of at least \$8M
- Experience with various System and Software Life-cycle methodologies



- Project Management Professional (PMP) or Program Management Professional (PgMP) certification is a plus
- Proven ability to manage competing priorities within tight deadlines

## **Skills**

- Exceptional communication skills, including issue resolution, negotiation, and conflict management. Clear and concise communication expertise both at the executive level and across the program team. Ability to communicate clearly and professionally with all levels of the organization, both written and verbal
- Ability to use resources effectively and efficiently, to direct teams effectively, and to collaborate successfully with other managers across programs
- Ability to think strategically and to mold IT projects to meet business requirements
- Ability to respond effectively to sensitive inquiries or complaints from client and/or partners
- Ability to work well in a team environment, to collaborate with others, and interface with team members internal and external to the organization
- Establishes and maintains effective professional relationships with internal and external stakeholders
- Must be able to adapt to organizational change
- Flexibility and ability to plan, prioritize, and execute multiple tasks in a fast-paced environment
- Must be proficient in Microsoft Office Suite

## **Reports To**

The Program Manager reports to the Project Director.

## **Job Location**

The corporate office is located in Urbandale, IA, and we have a location at the State Capitol in downtown Des Moines, IA

## **How to apply**

Apply on our website [www.nicwdm.com](http://www.nicwdm.com)

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