Interoperability Program Manager

Job Title: Interoperability Program Manager

Reports to: Vice President, Customer Care

Location: United States, Canada, or Europe

Job Type: Full time (1.0 FTE)

Position Description
With full benefits, advancement opportunities, and rewards for hard work and dedication, this remote position will support the Customer Care team within REDCap Cloud's Delivery division. This role is best suited for an individual with significant work ethic who excels in a fast-paced environment and enjoys results-oriented work in a technical space.

The Customer Care team mission is to 'make it easy' customers while representing the 'Voice of the Customer' internally. The team is responsible for all billable and non-billable delivery of REDCap Cloud applications, including:

(1) Electronic Data Capture and Management (EDC)

(2) Administration Portal

(3) Data and Analytics (DnA)

(4) myREDCapCloud patient portal

(5) iPaaS data integration as a service

(6) Mobile Applications

(7) eLearning

The Interoperability Program Manager will help develop strategy to orchestrate and influence across strategic enterprise environment to drive bidirectional, interoperable capabilities for Clinical Information Exchange for our customers and their global site base.

 This role has lead accountability to provide routine detailed statuses for all progress and accomplishments and drive escalations with executive leadership for any barriers impacting enterprise goals.

The Interoperability Program Manager gains in depth knowledge of business areas and their functions, and crosses divisional process, and entity lines to influence change and implement integrated solutions for the exchange of clinical information.

Essential Functions
- Provides consultative support to organization management within context of overall strategic objectives and broad policy.
- Coordinates and Partners with Clinical Information Exchange senior manager and capability teams to deliver on vision, road map, and growth opportunities.
- Synthesizes collected data/information and advises initiative owners on options, risks, cost versus benefits and impacts on business processes, systems, providers, etc.
- Has frequent engagement with internal and external business partners to obtain and share information for influencing decisions, selling concepts, and/or providing advice and counsel that impacts business objectives.
- Understands strategic direction of impacted business areas and the organization.
- Acts as communications lead and spokesperson for Provider Interoperability initiatives and develops communications, alerts and messaging out to leadership.

Required Experience
- 6+ years related work experience in Project Management and Communications or equivalent combination of transferable experience and education
- 3+ years leading initiatives with experience driving results across multiple organizations
- 3+ years working experience in SaaS, clinical research, and/or healthcare as PM or operational role
- Strong verbal and written communication skills
- Excellent organizational and time management skills
- Ability to work in an agile and iterative environment
- Understanding of projects with technology components (e.g., implementation life cycle: requirements gathering, design, testing, etc.)
- Knowledge of various healthcare applications (EHR, Care Management Platforms, etc.)
- Integration experience with Healthcare Information systems such as EHR applications/systems (e.g., Epic, Meditech, Cerner) with emphasis on clinical data integration
- Experience working with interface engines and clinical or healthcare workflows and/or hands-on experience working with HL7 v2 message types
- Knowledge of one or more of Web Services/REST, JSON, XML, and Service-Oriented Architecture
- Ability to communicate technical/security items to non-technical audiences
- A strong sense of urgency, analytical, and problem-solving skills
- An ability to work independently and efficiently to complete tasks
- Project management, ownership, and accountability while delivery on a client's needs
- Excited to work in a growing company that is making an impact!

Required Education
Related Bachelor's degree or additional related equivalent work experience. Master's degree in data science, computer science, or life sciences preferred.

Certification(s) in clinical research, clinical data management, or project management preferred.

Preferred Skillsets
Working knowledge of Clinical Data Integrations via HL7, FHIR, OMP, CDISC or other standards.

Location
100% remote with no travel required

About REDCap Cloud
REDCap Cloud empowers patient-centered clinical research to advance discoveries, commercialize therapeutics and devices, and establish new standards of care based on real-world evidence. Through our REDCap Cloud suite of products and services, we serve clients and partners worldwide including life science companies, contract research organizations (CROs), academic research centers, integrated health systems, government agencies and foundations.

REDCap has been developed by Vanderbilt University for over a decade and is widely used in academic research community to support clinical and translational research in over 137 countries and 900,000 studies. REDCap Cloud EDC was launched in in early 2016 to support commercial and non-profit clinical research. REDCap Cloud is a unified data management platform to collect, manage, analyze, and share data to support a collaborative, patient-centric approach to clinical research. For more information on REDCap Cloud please visit https://redcapcloud.com/.