

Position: Technical Development Manager

The Network for Regional Healthcare Improvement (NRHI) is a national organization representing over 30 Regional Health Improvement Collaboratives (RHICs) and state partners. These multi-stakeholder organizations are working in their regions and collaborating across regions to transform the healthcare delivery system and achieve the Triple Aim: improving the patient experience of care, including quality and satisfaction; improving the health of populations; and reducing the per-capita cost of health care. The RHICs are accomplishing this transformation by working directly with physicians and other healthcare providers, provider organizations, commercial and government payers, employers, consumers, and other healthcare related organizations. NRHI's board has committed to achieving affordable healthcare by improving health, reducing price and eliminating waste and NRHI provides the strategic structure that will allow for learning, sharing, and consensus building on the fundamental changes needed. Both NRHI and its members are non-profit, non-governmental organizations.

Additional information about NRHI and its members can be found at nrhi.org

Position Summary

This is a full-time position responsible for development and management of the HealthDoers Network (HDN) online community platform and the technical team.

The position is accountable for all aspects of product development including setting the strategy, roadmap, and feature definition for the online platform. The Product Manager will solicit feedback from current customers on features and functionality, identify changes or enhancements needed, assess value and/or return on investment and present priority recommendations to the Director. The role spans many activities from strategic to tactical and provides important cross-functional leadership and project management — most notably between technology, marketing, sales, and support teams. This role manages a two-person technology team and reports to the Director.

For more information about the HealthDoers Network, please visit www.healthdoers.org. The HealthDoers Network is an initiative currently funded by Robert Wood Johnson Foundation (RWJF) and hosted by NRHI.

Responsibilities

Strategy & Product Development

- Develop and own a strategic and technical product roadmap that will guide future investments and increase product value
- Clearly articulate the business case for any recommended changes or enhancements
- Analyze market and competitive conditions, laying out a product vision that is differentiated and delivers unique value based on customer demands
- Provide deep product expertise and strong project management to the team
- Facilitate meetings with existing customers to gain feedback on user experience, desired features and functionality
- Act as liaison between customers and technology team with ability to negotiate, discuss options and execute on solutions

- Own the creative process of generating, developing, and curating new ideas for the product and determine which ideas should be promoted into features to advance the product strategy — namely those that will achieve key objectives for the product line and business
- Ensure that feedback and requests are seamlessly integrated into the product planning and development processes and communicate the status of ideas back to the customers, partners, and internal team members who submitted them
- Define, scope and prioritize proposed enhancements or changes by ranking them against the strategic goals
- Manage implementation of new customer communities on the online platform
- Manage the two-person technology team and contracted technical developers to achieve goals

Release Implementation

- Plan and communicate, both internally and externally, platform enhancements and timeline
- Define the release process for changes or enhancements and coordinate all of the activities required
- Manage dependencies in and across releases to complete release phases and milestones

Skills and Experience

- Bachelor's degree with a major in business or information technology
- 7+ years of technical experience and product management
- Software development experience required, with ability to read and understand code
- Ability to understand and develop a technology architecture
- Technical experience working with WordPress; with additional BuddyPress knowledge preferred
- Strong business acumen with experience developing business ideas into successful products
- Ability to act quickly, respond to market trends, and refine product offerings as needed
- Demonstrated leadership and vision in managing teams
- Excellent interpersonal and communication skills, with an open and collaborative work style and commitment to get the job done
- Solid project management skills with ability to delegate responsibilities effectively
- An innovator with a passion for the transformation of US health

This position is contingent on grant funding and is located in Portland, Maine.

Qualified candidates please complete our application and submit your resume and cover letter and via the careers section of our website <http://www.nrhi.org/about-nrhi/careers/>.