Position Posting

Position: Director, Technology

Department: Solutions

The Director of Technology has overall IT delivery responsibility for a portfolio of innovative solutions that transform the healthcare system. The Director of Technology manages a team of internal technology managers that serve as the primary technology interface between internal product managers and external solution partners, and provides overall strategic direction to technology aspects of the solutions portfolio. The Director of Technology reports to the Managing Director of CAQH Solutions.

RESPONSIBILITIES

- **Application Development** – Manage a team of technologists to define and confirm technical requirements for a portfolio of CAQH solutions; oversee the development of complex program modules from general specifications.
- **Technical Architecture** – Partner with solution architects to oversee the development of system design documents that align with the enterprise architectural direction and technical standards, and manage the overall IT Mission. Ensure contractors meet expected technical standards.
- **Application Testing** – Implement, and ensure adherence to, technical requirements and testing standards; oversee the development and execution of software functionality test plans within a controlled test environment. Influence designs to improve performance and reliability of applications/systems based on testing experience.
- **IT Operations** – Design and implement an IT operations support function and develop operations capacity plans. Provide voice to business needs; liaise/interface with all technology vendors (e.g. call center, business operations).
- **IT Innovation** – Develop, implement and maintain uniform and current IT practices, advise on IT concepts, and lead enterprise IT innovation. Facilitate the design, installation, modification, and operation of information systems initiatives.
- **Demand Management** – Partner with the business to proactively anticipate, prioritize, and integrate new information project requests. Work with the business to prioritize new or competing IT demands and set delivery standards.
- **Project Management** – Oversee the efficient and effective management of technology projects by thoughtfully considering the factors of approach/integration, scope, time, cost, quality, people, communications, risks, and procurement. Ensure that projects stay on schedule and budget by carefully managing scope/risk and minimizing rework.
- **Vendor Management** – Identify, partner with, and manage the performance of external solution partners to meet organizational objectives.
- **Management** – Organize, motivate and mentor a team of professionals to achieve departmental and organizational objectives.
KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated in-depth understanding of relevant and up-to-date technologies (including .NET framework), applications and platforms commonly used in the healthcare industry.
- Ability to analyze complex business needs and recommend practical technical solutions.
- Ability to think creatively when leading technical projects to troubleshoot or solve problems.
- Ability to manage and motivate teams to meet development scope, schedule and budget commitments across concurrent projects.
- Ability to source and manage solution delivery partners.
- Ability to manage teams and work collaboratively and effectively across matrix organizations in a fast-paced, entrepreneurial environment.
- Proven excellent interpersonal skills with strong and persuasive oral and written communication skills, including executive presentations.

EXPERIENCE

- 10+ years in technology development, preferably in the healthcare industry.
- 5+ years supervising developers and other technology staff.

EDUCATION

- Bachelor’s degree required; technology disciplines preferred.
- Master’s degree in a technology discipline or in healthcare administration preferred.

WHO WE ARE

CAQH is a nonprofit alliance of health plans and trade associations committed to the development and implementation of actionable solutions to advance the business of healthcare. We are a recognized leader in helping to transform, modernize and streamline the nation’s healthcare system. Working collaboratively with payers, individual providers, hospitals, facilities, vendors and government entities, we have a proven track record of innovation including:

- The Universal Provider Datasource®, the industry standard for provider data collection and now used by more than one million providers to share information with nearly 800 health plans, hospitals and other related organizations nationwide;
- SanctionsTrack™ which eliminates the redundant processes employed by health plans, hospitals, and other managed care organizations to collect debarments and other disciplinary action information from over 500 state licensing boards, Office of Inspector General, and other reporting entities on all healthcare providers across the United States;
- EnrollHub™, an online tool to help providers enroll to receive electronic payments and remittance advices from multiple payers;
• COB Smart™, a registry of coverage information that helps insurers and providers correctly identify which members have benefits that should be coordinated in order for corresponding claims to be processed correctly the first time;
• The CAQH Committee on Operating Rules for Information Exchange®, or CAQH CORE, an unprecedented collaboration of more than 140 industry stakeholders working together to advance system interoperability, improve data consistency, reduce paperwork and support information transparency for consumers; and,
• US Healthcare Efficiency Index™, a national reference to track and measure the adoption of electronic medical transactions, including claims and payment.

CAQH initiatives help promote quality interactions between health plans, providers and other stakeholders; reduce costs and frustrations associated with healthcare administration; facilitate administrative healthcare information exchange; and encourage administrative and clinical data integration.

WHAT YOU GET

CAQH recognizes that its most important asset is its growing team of smart, creative, collaborative, forward-thinking and passionate professionals – and that a comprehensive employee benefits package is an important factor for them in choosing where to work. CAQH offers competitive compensation along with an extensive benefits package for all full-time employees, including medical, dental and vision coverage, tuition assistance and a 401k. Our location in downtown Washington, DC is metro-accessible, has an onsite fitness center and is centrally located to allow our team to take advantage of professional networking opportunities, cultural offerings and a thriving social scene.

Equal Opportunity Employer M/F/D/V

Interested candidates must apply online with resume, cover letter and references at:

HR@CAQH.org

Or mail to:

CAQH
ATTN: HR Department
1900 K Street NW, Suite 650
Washington, DC  20006