
CAQH Position Description

Position: Release Manager

Department: Solutions

Reports To: Director, Technology

Date: January 2017

The Release Manager is responsible for the successful delivery of CAQH software releases that support CAQH initiatives to transform and streamline the business of healthcare. Through methodical planning, rigorous execution and continuous oversight, the CAQH Release Manager will ensure that CAQH product releases are timely, impactful and of high quality. The Release Manager reports to CAQH Solutions' Director of Technology; the position is full time, exempt.

RESPONSIBILITIES:

- Plan the release windows and cycles across the CAQH portfolio while managing risks and resolving issues across internal and external resources that affect release scope, timing and quality.
- Lead and coordinate the "Go-Live" activities including the execution of the deployment plans, marketing communications and release checklists.
- Proactively manage release risks and issues; escalate relevant issues to senior management, develop and execute risk response plans, and monitor issues to resolution.
- Measure and monitor progress to ensure application releases are delivered on time and within budget, and that they meet or exceed expectations.
- Communicate all key release plans, commitments, and changes. Keep stakeholders current around requirements, QA plans, schedule, and scope changes. Communicate written release status to all stakeholders through release reports, executive reports and frequent portfolio dashboards updates.
- Conduct "Release Readiness Reviews", "Milestone Reviews", and "Business Go/No-Go Reviews".
- Research new software development and configuration management methodologies and technologies and analyzes their application to current configuration management needs.

KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrated ability to manage and coordinate cross-functional project teams to meet critical deadlines and deliver product.
- Ability to efficiently and effectively communicate plans, schedules, decisions, status, risks, issues and implement corrective actions to ensure organizational objectives are met or exceeded.
- Ability to communicate clearly and concisely with all levels of business and technical stakeholders. Strong verbal communication skills are a must.
- Proven command of software development lifecycle execution and oversight.
- Strong team player able to influence the outcome of projects without direct authority.
- Experience implementing and refining processes, policies and standards.
- Formal training in project management practices.

SUPERVISORY RESPONSIBILITY:

- None.

EXPERIENCE:

- 5+ years of hands-on in information systems operations environment in systems analysis or development.
- 5+ years leading cross-functional teams to successfully deliver comprehensive technical solutions.
- 3+ years of experience completing technology operations and business processes improvements.
- Project Management Institute (PMI) certifications preferred.

EDUCATION:

- Bachelor's degree required; Computer Science or related disciplines preferred.

WHO WE ARE

Named one of Modern Healthcare's Best Places to Work in 2016, CAQH, a non-profit alliance, is the leader in creating shared initiatives to streamline the business of healthcare. Through collaboration and innovation, CAQH accelerates the transformation of business processes, delivering value to providers, patients and health plans.

- **COB Smart™** quickly and accurately directs coordination of benefits processes.
- **EnrollHub™** reduces costly paper checks with enrollment for electronic payments and electronic remittance advice.
- **CAQH ProView™ (formerly Universal Provider Database®)** eases the burden of provider data collection, maintenance and distribution.
- **SanctionsTrack®** delivers comprehensive, multi-state information on healthcare provider licensure disciplinary actions.
- **CAQH CORE®** maximizes business efficiency and savings by developing and implementing federally mandated operating rules.
- **CAQH Index™** benchmarks progress and helps optimize operations by tracking industry adoption of electronic administrative transactions.

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.