CAQH Position Description

Position: Vice President, Technology and Infrastructure Operations
Department: Solutions - Technology and Operations
Reports To: Senior Vice President, Product, Technology and Operations
Date: June 2020

Position Summary:
The Vice President, Technology and Infrastructure Operations is responsible for driving all aspects of Information Technology engineering and cloud infrastructure, systems governance, strategic direction, oversight and growth for all CAQH Solutions. The VP ensures that key information assets are continuously secure and well-integrated. The VP identifies appropriate technologies and manages large scale IT initiatives, produces technology-driven innovation to further facilitate strategic business objectives and establishes a world-class culture and a highly skilled team that is empowered and accountable for effectively delivering CAQH Solutions. The VP is instrumental to shape the vision, provide direction, and lead in the development of strategies in technology to support and advance the strategic goals of CAQH.

Specific Responsibilities:

Strategy:

- Essential to achieving strategic initiatives, the VP leads by example, demonstrating the key leadership skills including accountability, collaboration, prioritization skills and delivers results.
- Develops, prioritizes and leads strategic IT engineering and infrastructure planning to help achieve the vision, goals and objectives related to information technology and systems.
- Develops and establishes annual budgets, plans, operating policies, IT organizational best practices and approaches for all information technology channels. Ensures IT resources are allocating their time and resources efficiently to meet technology demands and other strategic initiatives.
- Directs testing and develops procedures for disaster recovery and network and system upgrades and changes.
- Responsible for all elements of the IT technology and infrastructure that delivers a consistent, reliable and optimized business and operational experience for all CAQH users as well as external providers and clients.
- Leads the development and implementation of long-term strategic information system goals and ensures that information technology planning is an integral part of the overall CAQH strategic planning process.
- Responsible for assessing and approving all information technologies prior to investment. Scope of technology includes information technology, cloud infrastructure, and networks, that utilize, interfaces, the data center/cloud, or impacts computer security or privacy issues.

Execution and Delivery:

- Lead design and delivery of industry-leading technical and operational capabilities required to meet initiative objectives.
- Manage internal and vendor technology and operations resources across multiple global delivery centers. Meet or exceed cost, quality and timeline goals.
- Ensure adherence to software development, technology operations and business operations best practices.
Operations:

- Primary organizational technical leader for information technology. This role focuses on planning, assessment of new technologies, deployment to ensure optimal interoperability, value creation, and working with the Director of Security ensuring all technologies are appropriately secured.
- Responsible for the planning and development of all information systems related to the CAQH service operations.
- Working with the Director of Security, ensures the security and integrity of information technologies; with a special focus on any system or technology that utilizes and stores Protected Health Information (PHI) or Personal Identity Information (PII). Ensures that the privacy of data is managed and secured.
- Oversee the prompt and effective resolution of production / service issues and ensure that root causes are correctly identified and addressed.
- Lead vendor contracting negotiations
- Design and implement disaster recovery plans.

Other:

- Participate as member of the senior team in organizational leadership activities, including strategic planning and organizational development.
- Represent CAQH in high-profile external venues, including industry meetings, client interactions and speaking opportunities.
- Collaborate with Business Development colleagues on evaluation and pursuit of strategic partnership/business opportunities.
- Supervise recruitment, development, retention and organization of staff in accordance with budget and personnel policies.
- Maintain knowledge and trends in the industry.
- Perform other duties as assigned.

Supervisory Responsibility:

Manages staff of five or more direct reports.

Skills:

Leadership and Communications:

- Can create a clear strategic vision for information technology that supports business objectives and can execute on that vision.
- Able to work collaboratively with diverse leaders, communicate an IT vision and strategy across all levels of the organization, and build consensus around key initiatives and projects.
- Possesses exceptional interpersonal and communication skills, both oral and written; able to articulate ideas to both technical and non-technical audiences.
- Demonstrated ability to recruit, hire and motivate a high performing IT team that values transparency and accountability.
- Possesses exceptional business acumen, analytical and problem-solving abilities.
- Excellent negotiating skills with internal customers and external service providers.
- Comfortable with ambiguity; can handle the unexpected with flexibility.
- A team player who favors collaborative approaches when working with internal and external partners.
- Proven ability to build trust with others through a commitment to the highest ethical and professional standards.
- Display consistent executive presence, professionalism and good judgment.
Transformation:

- Demonstrated experience driving digital transformation and business growth through innovation and the implementation of technology.
- Possesses solid knowledge in emerging technologies, and the ability to apply these in the service of the company’s key business goals.
- Experience leading complex, major change initiatives; demonstrated skills in change management.
- Experience building an enterprise level data analytics capability.
- An entrepreneurial mindset; able and interested to pursue new business opportunities.
- Customer-service oriented.
- Builder of strong technology vendor partnerships, and able to manage multiple vendor relationships to ensure the best performance and financial return.
- Demonstrated experience with SaaS, cloud-based, and outsourced solutions through third party providers.

IT Operations:

- Knowledge of a range of vendor technology solutions; able to select and integrate the most appropriate technologies to support the business.
- Demonstrated ability to design and implement comprehensive approaches to cyber security and risk management.
- Experience designing and managing an effective IT governance framework across the spectrum of IT service delivery.
- Outstanding organizational skills, and the ability to manage multiple priorities in a fast paced, high pressure environment.
- A strong background in operational and capital finances, and IT budget development.
- Understands ITIL and other service management frameworks, and how to scale and implement them.
- Display consistent executive presence, professionalism and good judgment.

Experience:

- The Vice President, Technology and Infrastructure Operations should possess 15 years of experience, preferably in a senior healthcare management role where they have provided thought leadership, strategic advisory services and large project management.
- The leadership role includes departmental or business unit management experience, including managing staff, budget, schedule and performance required.
- Fifteen (15) or more years of proven management experience in directing, delegating and organizing work and achieving timely and effective results through others, both internal and external to the organization.
- Demonstrates a comprehensive track record of bringing ideas to fruition; maintaining a realistic and pragmatic approach without stifling innovation and taking calculated risks.
- Experienced in launching new services and products.
- Proven capacity for, and experience with, working in an executive-level environment to accomplish mutual goals and overarching objectives.
- Experience in working with help desks and offshore operations preferred.
- Experience in successfully communicating with and working high level agendas with a Board of Directors.
Education:

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

Certification Requirements:

- None required.

WHO WE ARE:

Named one of Modern Healthcare’s Best Places to Work in 2016, 2017, 2018 and 2019, 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® eases the burden of provider data collection, maintenance and distribution.
- DirectAssure® increases the accuracy of health plan provider directories.
- VeriFide™ streamlines credentialing by consolidating and standardizing primary source verification.
- SanctionsTrack® delivers comprehensive, multi-state information on healthcare provider licensure disciplinary actions.
- CAQH CORE® maximizes business efficiency and savings by developing and implementing national 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.