



Position Description – Director of Services Technology, Professional Services (TL)

Position:	Director of Services Technology	Reports To:	Vice President, Tech Services
Location:	Burlington, MA	Date Updated:	02/03/2010

Position Purpose

The Director of Services Technology’s purpose is to ensure the successful delivery of technical tasks associated with a client’s implementation of the HealthRules product software. In doing so this individual will be hands-on and will execute individually assigned tasks while actively facilitating an outstanding technical project management capability that will ensure a track record of on-time, on-budget, solutions and deliverables that will align with project plans and company objectives.

Job Responsibilities

Using a defined Agile methodology, the Director of Services Technology will be a hands-on technical leader who will manage all aspects of the delivery of technical tasks and infrastructure associated with the implementation of an enterprise class software product within complex and often times demanding client organizations.

This person, under the direction of an engagement leader, will directly manage and lead a team of technical resources who, among other things, will be responsible for systems integration, conversion, correspondence generation, and reporting tasks.

Additionally, this person will be a technical resource within an implementation who will execute individually assigned tasks alongside other technical resources assigned to an engagement.

Within an engagement, this person will have direct control over solution design and technical project planning and must be able to setup the necessary measures and foundation to ensure that all of the technical work is optimally conducted.

Lastly, this person will be expected to garner the knowledge and a mastery of the working details related to the HealthRules product software APIs and third party integration platform that is used to seamlessly integrate systems, information, and processes from across the extended enterprise.

The Director of Services Technology must be able to demonstrate excellence and significant experience in the following areas:

- Requirements gathering
- Technical specification development
- Solution design and architecting
- Estimating
- Developing technical project plans and staffing assignments

- Managing and mentoring technical staff in order to drive optimal performance and quality deliverables
- Managing project risks related to the delivery of technical tasks
- Managing project budgets related to the delivery of technical tasks

Additionally, this person must be seasoned and exceptionally skilled in the following areas:

- Hands-on development experience using Java, J2EE, XML, SOAP and SQL
- Due to the complexity and diversity that may exist within a project regularly analyze problems and make timely, strategic decisions that can have a profound affect on the project. In doing so, be skilled at being able to isolate the root cause of a problem, at any given moment in a project, and be able to facilitate "buy in" for resulting solutions.
- Demonstrating a strong capacity for the understanding and factoring of technical and business information.
- Effectively negotiating and communicating with senior management, project teams, the client, supporting third party organizations, and other stakeholders who have a vested interest in the success of the project.
- Continually demonstrate outstanding leadership ability. As such, set superior performance standards with their own attitude and performance and aim for excellence in all work, expecting no less than the same from his or her technical project team staff.

Other responsibilities are expected to be as follows:

- Actively participate and contribute thought leadership in organizational meetings to help drive professional services strategies.
- Provide thought leadership vis-à-vis best practices to help scale and improve the organization.

Required Experience

- Four-year degree.
- Minimum of 10 years of related experience in a software development capacity with at least 5 years of related work experience in a professional services consulting capacity and 3 years in a technical project management capacity
- Hands-on development experience using Java, J2EE, XML, SOAP and SQL
- Hands-on experience developing software interfaces and applications that allow two disparate systems to interact to facilitate a seamless business process
- Hand-on experience working with complex data analysis and data migrations, including source to target data mapping, transformation, transport, and results reconciliation
- Prior experience with system conversion related projects
- Prior experience with enterprise integration tools

Required Professional Attributes

- Integrity.
- Strong written and verbal communication skills, as well as strong presentation skills.

- Ability to learn.
- Ability to collaborate and engender collaboration during all phases of each project.
- The ability to manage a 50% travel commitment.

Other Highly Desirable Experience

- Experience managing projects using Scrum Agile software development framework.
- Experience working for a venture backed startup or early stage company.
- Strong knowledge of customer, industry business practices, and value offerings.