**JOB DESCRIPTION**

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| Position | Quality Assurance Analyst, Onboarding Project Manager |
| Reports To | Product Manager of Analytics |
| Status | Full-Time; Exempt |
| Location | Maine; Remote Work |

**Position Overview**

The Quality Assurance (QA) Analyst, Onboarding Project Manager is responsible for the development and implementation of QA procedures and processes as well as the facilitation, organization, and maintenance of specific projects and programs to lead HealthInfoNet and Cureous Innovations in the successful completion of ongoing work assignments. The role will guide, coordinate, and fulfill QA protocols in support of Interface Implementation and Product Development efforts across a variety of internal teams.

Additionally, it will facilitate cross-functional engagement efforts to define project scopes, resources, and priorities for both internal and external project deliverables and improvement initiatives to ensure optimal customer and end-user satisfaction and confidence in health data products and services.

**Position Duties and Responsibilities**

Quality Assurance

* Develop an in-depth expertise and understanding of data submission specifications, collection and release/access procedures, and/or other related regulations and serve as the primary point of contact, along with the Product Manager of Analytics and Senior Health Data Analyst, to internal staff and external clients/end users for existing products/services that require ongoing data QA and validation.
* In collaboration with the Senior Health Data Analyst and Product Manager of Analytics, lead efforts in developing, and continuously improving, standard and robust QA procedures and protocols in project life cycles that can be leveraged and adapted to specific projects accordingly.
* Work closely with Project Managers in the definition and execution of QA plans for specific projects on an as-needed basis; ensure buy-in and understanding from Clinical Education and Client Engagement teams as it relates to impacts and consideration from the clinical end-user perspective.
* Help Project Managers analyze data and underlying systems to ensure the quality of data and related products/services; coordinate with technical staff as needed.
* Assist the Product Manager of Analytics in the creation of a culture of continuous improvement characterized by efficient work systems, effective documentation and training, and ongoing monitoring and improvement.
* Seek input from customers and colleagues into project and product/service improvements and communicate internally.

Project Management

* Effectively carry out project management and other program-related responsibilities associated with implementation, operational support, and development needs for clients’ evolving and emerging interests and requirements.
* Work with Leadership and Client Engagement to develop and manage a contracted scope of work within allowed resources, scope, and timeframes, identifying and addressing the need for internal discussion and potential contract amendments when applicable.
* Work closely with all involved teams to appropriately define business requirements, support the translation of the requirements into technical specifications, and manage the scope of work through established Project Management workflows prior to release to the client.
* Ensure that projects’ service-level agreements are met, and that contract-specific project artifacts and documentation are tracked and reported appropriately.
* Manage the complete project life cycle for assigned internal technical and business projects, ensuring clear communication across the organization and project teams while driving project success within established metrics.
* Assist with project prioritization and resource management efforts across assigned client and program interests and activities by using established project management tools to manage risks and issues, forecast and manage project resources, and other critical project-success analyses.
* Proactively identify and address client needs and be continuously alert and responsive to changing client business needs to inform product/service improvements.
* In partnership with Client Engagement and Clinical Education teams, provide ongoing support and training to clients and data users based on project needs and expectations defined through contracted scope of work.
* Manage and monitor client satisfaction, recommending appropriate follow up to continuously improve relationships.
* Stay current with relevant industry literature, news, policy, emerging trends, leaders and innovators in health information technology in an effort to assist in new business development, including cultivation of new work with existing clients and other outreach efforts.
* Support organization-wide process improvement initiatives through participation in project and program management ceremonies and events.

Miscellaneous

* Understand the value that HealthInfoNet and Cureous Innovations place on maintaining the confidentiality and integrity of its corporate and customer data and meeting its applicable privacy and security compliance requirements.
* Ensure that HealthInfoNet, Cureous Innovations, and customer data subject to privacy and security protections is accessed, handled, processed, transmitted, disclosed, and stored according to operational and IT policies and procedures.
* Immediately report any suspected or actual violation of privacy and security policies or unauthorized access or disclosure of HealthInfoNet, Cureous Innovations, or customer data to the Privacy and Security Officer and Compliance Officer.
* Understand that compliance with all privacy and security policies, laws, and regulations is part of each employee's annual performance evaluation.
* Perform other duties as assigned.

**Employment Standards**

Education

* A bachelor’s degree or higher plus experience working in quality processes and project management functions; preferred five or more years in health data management, healthcare IT-related positions, and/or Client Onboarding. PMP, CAPM, or Scrum Master certifications preferred.

Experience

* General healthcare or healthcare IT business knowledge and an interest in continuous professional learning/development.
* Strong project management and analytic skills in thinking critically to resolve complex problems.
* A keen eye for data trends, nuances, or oddities and a knack for exploring and troubleshooting questions until fully understood by all involved stakeholders
* Adept in Microsoft Office suite (particularly Excel), SQL familiarity project tracking applications (e.g., Jira, Jira Service Desk, Confluence, SharePoint), and multiple project management methodologies, including Waterfall, Scrum, and Kanban.

Skills

* Excellent organization and time management, with a track record of consistent and effective follow-through.
* Ability to create and sustain strong working relationships with staff and customers; work independently as well as collaboratively.
* Excellent written and verbal communication skills with demonstrated ability to work in a team-oriented culture.
* Strong work ethic and commitment to excellence, with ability to work under pressure and balance competing demands of customers and projects.

Travel

Primarily remote-based work within the Eastern time zone with the ability to travel to Maine 2 – 4 times annually for required team meetings or events.