

Program Manager – CARES Project Division of Technology Business Integration Services

Position

This position is for a Program Manager within the Business Integration Services (BIS) unit of the Division of Technology (DOT). The Division of Technology is the central IT agency for the City of Philadelphia. The Business Integration Services has the responsibility to assist departments and agencies of the City in the planning, organization and execution of significant technology based projects, and to undertake the program management of enterprise or departmental IT initiatives as directed by the City's Chief Information Officer (CIO).

The City of Philadelphia operates a state-of-the-art integrated data computer system--CARES. CARES includes a data warehouse, web applications, and sophisticated data structures to integrate administrative records across city agencies. CARES is comprised of data from 11 City agencies, including: Department of Human Services, Department of Health, Office of Supportive Housing, Department of Behavioral Health and Mental Retardation Services, Community Behavioral Health, and the corrections system. Individual data elements from agencies are uploaded into CARES daily, weekly and monthly. The system can produce close to real-time, detailed records along with longitudinal data dating to 1997. The data integration project has two primary goals: 1) Improve client outcomes and service efficiency by providing a tool for integrated case management and 2) Provide access to integrated administrative records to managers to help to inform policy and program decisions. The Program Manager is directly responsible for the oversight and successful operation of this project. *This is a full time salaried position. The successful candidate must reside in the City of Philadelphia or establish primary residence in the City within six months of employment.*

Responsibilities

The CARES Program Manager will be assigned to the Deputy Mayor's Office of Health and Opportunity and is responsible for all technical maintenance and development projects for the CARES integrated data system. The Program Manager will direct the technology vision and leadership to develop and implement a strategic plan for the integrated data system. The strategic plan must address issues that impact data integration, data sharing, data privacy and the delivery of high quality data to diverse professionals. This individual will collaborate with leaders at the highest level of the organization and manage a team of professionals and vendors who are accountable for the delivery of all integrated data services. This position is also responsible for planning and managing projects as follows:

- ❑ Assists departments/agencies with preparation of project charters and business cases and in helping departments adequately identify and define business objectives, processes and workflows, and IT requirements including an end-to-end solution architecture.
- ❑ Develops, clarifies and manages the scope of the project, defines contract deliverables and milestones to achieve targeted outcomes.
- ❑ Effectively manages third party contractors.
- ❑ Identifies needed resources, assembles project team including internal and external resources as appropriate, and develops timeframes and milestones to facilitate the successful completion of the project and achievement of the project objectives.
- ❑ Ensures project milestones are achieved in a timely fashion and meet quality expectations.
- ❑ Ensures compatibility and consistency with existing architectural and enterprise standards.

Skills

The Program Manager must have the following skills:

- ❑ Broad based technology and project experience in distributed applications and environments with specific experience in ETL (Extract, Transform, and Load) and data security/privacy a significant plus.
- ❑ Demonstrated leadership qualities such as conflict/issue resolution, the ability to run large projects or multiple mid-sized projects to successful conclusion
- ❑ Ability to communicate (verbally and in writing) effectively with stakeholders and senior business leadership of departments and agencies participating in this project.
- ❑ Ability to organize and work effectively with project teams of staff from department and agencies, and with technical resources participating in the effort.
- ❑ Experience in RFP process and Contract negotiations a plus.

Requirements

- ❑ BA/BS degree in Computer Science or Information Systems or an equivalent combination of education and experience.
- ❑ Eight plus (8+) years of applicable work experience with 5 or more years of project management experience.
- ❑ The following certification (s) a plus: CAPM, PMP, PgMP
- ❑ Experience working in a governmental environment with social systems experience is highly desired.