

**Position Title:** Director of Implementations

**FLSA Status:** Exempt

**Department Name:** Professional Services

**Reports to:** Vice President of Professional Services

**Primary Purpose and Function:**

The Director of Implementations is responsible for leading and managing all aspects of software implementations, the implementation teams, and ensuring a smooth go-live for our Supply Chain Automation (SCM) and clinical analytics software modules and platform. This role will work collaboratively with personnel in service line offerings including data management consulting and physical inventory service lines. The Director of Implementations recommends on the development of new and developed versions of existing software products, and service-line offerings, and in the development of new product ideas based on his or her experience and interactions with customers and prospective customers. This position is responsible for the guiding the projects from the design and quoting phase, implementation and hand off to the support services group.

The Director of Implementations must be able to work effectively and efficiently in a fast-paced office environment in meeting continual project deadlines. They must be able to handle multiple priorities in a busy office with constant interruptions. Organization is essential in order to meet project deadlines. A sense of urgency, the ability to make good decisions, and the prioritization of tasks is necessary.

This role will lead a small but growing team of Implementation Specialists and Project Managers.

**Essential Functions and Responsibilities:**

- Leads, directs and coordinates the implementation team in the design and proper scoping of the @Par and CC360 software projects.
- Manage all project administrative activities of multiple simultaneous projects
- Manage and report to various project budgets and timelines
- Develop, and mentor Implementation Specialists and project team members
- Plan all aspects of complex software implementation projects and other assignments.
- Manage project scope, forecast, resources, and deliverables within specified deadlines while continuously assessing the client's ability to change relative to the agreed scope
- Work directly with the client project management team throughout all project phases
- Proactively identify significant project risks, develop mitigation strategies, escalate to leadership, and implement approved mitigation steps
- Provide internal and external project status reporting, ensuring all stakeholders receive the required level of detail.
- Actively lead status meetings with the client and project team. Complete weekly reports for customer projects and internal updates
- Oversees the development of the implementation plans, project timelines, and tracking systems for each project.
- Evaluates and recommends new technology.
- Interacts with customers and contracted vendors.

- Manages staff on-call expectations and availability.
- Ensures proper communication between all departments and parties involved in the project; responsible for end user communication and training.
- Monitors and reports projects status for timelines, budgetary tracking, and adherence to the project scope.
- Manages application vendor relationships.
- Oversees the supervision of personnel assigned to the project, evaluating performance and making recommendations to the VP of Professional Services and President as appropriate.
- Develops and manages the transition of the project from the implementation to the support phase.
- Develops, implements and ensures budgeting and budget adherence during the implementation of the project.
- Mentors, staff including preparing evaluations and handling disciplinary actions, and schedules.
- Ensures the goals, objectives and over-all satisfaction of the client is met or exceeded for each project implementation.
- Assists the VP of Professional Services with forecasting and works with each business leader to ensure proper resource allocations throughout the PS department.
- Ensures proper tracking and accountability of software implementation projects with other departments; primarily accounting, billing, HR, and management.
- Performs other duties as assigned

#### **Key Contacts/Relationships:**

- Trusted advisory relationships with partners, prospects and customers
- Business partner-level relationships with Engineering, Sales, and Marketing.
- Supportive relationships with Senior VP of Sales or equivalent including the Director of Sales Operations
- Business partner-level relationship to the CTO

#### **Knowledge, Skills and Experience Needed for the Job:**

- Minimum Bachelor's Degree in Computer Science, Business, Communications or related field and/or experience.
- Previous experience implementing Clinical software in hospitals, Software-as-a-Service technology products, and/or managed services.
- Direct experience in Supply Chain Management and Automation space preferred but not required
- Experience in Perioperative Analytics space preferred; clinical software implementation experience and management or teams highly desired
- Experience with formal project management methodologies and enabling software programs (MS Project, SF.com enabled project software, etc) required
- Experience installing smartphone applications and web-based applications in clinical settings highly preferred
- Excellent oral and written communication skills with the ability to influence others internally and externally
- A minimum of 5 years of experience in a Software Implementation role (or equivalent), preferably in a healthcare software company
- Energetic personality with good communication skills; a positive force within a team
- Strong leadership skills and ability to lead a small but growing team of professionals

- Problem-solving oriented, with a constant desire to improve and achieve higher grounds
- Fluent in English
- Ability to analyze quantitatively, problem-solve, and scope business and technical requirements
- Ability to deliver complex initiatives from conception through completion
- Excellent speaking-listening-writing skills, attention to details, and strong customer service skills
- Ability to meet tight deadlines and prioritize workloads
- General office technology skills required (PC, Microsoft Outlook, smart phone, WebEx)

**Physical Demands:**

Travel throughout the US is required from time to time for customer visits, conference, and training. Participation in field events and conferences, corporate events, customer meetings, and more is expected from time to time.

**Company Policy/Procedure Compliance:**

The Director of Implementations will be obligated to comply with all company policies and procedures including, but not limited to any Customer Business Associate Agreements that the company may enter into, in addition to complying with other Human Resources requirements. In discharging the duties of this position, the Director of Implementations may come into contact with confidential patient identifiable electronic health information and will be obligated to maintain the confidentiality of this information and report any breach immediately to the proper hospital authorities.

**Job Context and Other Relevant Information:**

The Director of Implementations has a direct responsibility to ensure the safety of MHS's brand portfolio. The Director of Implementations will maintain the highest ethical standards possible in building and protecting brand equity.

**Compensation and Company Benefits**

MHS offers a competitive salary and executive bonus plan for this position. In addition, we offer a complete employee benefits package including company sponsored major medical and prescription program, dental, vision, life insurance and disability plans. In addition, we offer paid time off (PTO), paid holidays and supplemental Aflac insurance programs. We also provide a 401k retirement program with a company match.

Please submit your resume to: [humanresources@mhsinc.com](mailto:humanresources@mhsinc.com)