



IT Program Manager

Faulkner Consulting Group is seeking an experienced **IT Program Manager** to join our consulting team at HealthSource RI (HSRI), Rhode Island's health insurance exchange. This is a hybrid position based in downtown Providence, RI, requiring a minimum of weekly in-person work on Tuesdays and Wednesdays. Reporting to the Deputy Director of Technical Operations, the **IT Program Manager** serves as the central point of contact for HSRI's technology interfaces and Integrated Eligibility System (IES) needs, leading process analysis, functional design, and release management oversight for RI Bridges, the state's eligibility and enrollment system. The successful candidate will build deep familiarity with the IES and HSRI's other vendor platforms — including the call center, website, financial management system, and Qualified Health Plan (QHP) carriers — to bridge business needs and technology solutions.

Core responsibilities

Release Management & Oversight

- Represent HSRI at all meetings critical to the Integrated Eligibility System (IES) release management process, from problem management through System Integration Testing (SIT) and User Acceptance Testing (UAT) to release and post-release validation.
- Manage HSRI's defect/design prioritization process, working collaboratively within the larger interagency IES and state team; identify areas of alignment with other agencies and determine the best use of IES design hours.
- Create Business Requirement Requests (BRR), Service Requests (SR), and Operational Requests (OR) submitted on behalf of HSRI, with input and support from the HSRI Operations team.
- Oversee the post-release validation process as part of system updates and manages ad-hoc validation requests.

System Testing & Quality Assurance

- In collaboration with the UAT manager, serve as one of HSRI's business points of contact for SIT and UAT.
- Form recommendations and approve testing scenarios.
- Work with UAT staff to address questions and concerns.
- Provide business approval of test results.

Incident & Problem Management

- Work with HSRI's Operations team to identify, report, and prioritize defects or issues; participate in IES command center, problem management, and design sessions as needed.
- Monitor IES impact on HSRI operations; oversee the volume of problem tickets and incidents, analyze the length of time incidents remain open, escalate unresolved issues to the IES vendor team, assess urgency and impacted customer groups, and communicate key issues to HSRI leadership.

Supports the Deputy Director of Technical Operations at HSRI with the following, and as assigned:

Vendor Relations

- Review and approve vendor-submitted deliverables, including design documents, release notes, data fix proposals, and test results, ensuring they meet HSRI's standards and requirements.
- Lead and facilitate regular vendor meetings, including weekly status calls, design sessions, and release planning meetings; documents decisions, action items, and open issues.
- Evaluate vendor change requests and proposed solutions for alignment with HSRI's operational needs, federal requirements, and customer impact before providing or obtaining approval.

Leadership & Collaboration

- Participate in technical design meetings and collaborate across interagency teams.
- Build relationships and communicate respectfully with vendors, internal stakeholders, and external stakeholders.

Required Qualifications

- BA or BS degree
- 5+ years of experience in system operations and functional design
- Experience with System Integration Testing (SIT) and User Acceptance Testing (UAT)
- Experience working closely with vendors
- Proficiency in Microsoft Office
- Comfortable with ambiguity, asking hard questions, managing conflict with compassion, and bringing solutions to help move teams and a project forward
- Comfortable learning elaborate systems quickly
- Thrive in an ever-changing environment
- Ability to multi-task and prioritize effectively
- Ability to articulate clearly in writing and verbally in group settings
- Self-motivated, able to work independently
- Excellent interpersonal, verbal, and written communication skills

Preferred Qualifications

- Experience with an Integrated Eligibility System or a comparable large-scale

eligibility/benefits system (e.g., QHP, Medicaid MMIS, SNAP)

- Experience working in JIRA
- Familiarity with the healthcare industry
- Familiarity with the Affordable Care Act (ACA) and related policies

Work Environment

The IT Program Manager will be employed by FCG as part of our team at HealthSource RI (HSRI), the state's marketplace for health insurance coverage. This position will work a weekly minimum of Tuesdays and Wednesdays at the HSRI offices in Providence, RI and the balance virtually from home. The incumbent must maintain normal and consistent full-time work hours, Monday – Friday.

Faulkner Consulting Group www.faulknerconsultinggroup.com

Faulkner Consulting Group (FCG) is an experienced health policy consulting firm focused on the intersection of public and private programs. FCG works with payers and providers to tackle health care policy projects with a fundamental commitment to client partnership. We work side by side with our clients to ensure that our policy analyses and guidance fit within the clients' business models and capacity. We bring an analytical perspective to health policy issues with an emphasis on data-driven decision making.

Faulkner Consulting Group is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, gender, sexual orientation, gender identity or expression, religion, national origin, marital status, age, disability, veteran status, genetic information, or any other protected status.