



## **Job Profile for Project Manager**

One of the fundamental principles of the Streamline Health (STRM) culture is that we will achieve consistent results through practicing our principles of teamwork. True teamwork requires that all team members recognize the importance of a positive attitude on individual as well as team performance and accept accountability for their actions.

The starting point for teamwork and accountability is clearly defined job responsibilities for all team members. It is then up to each team member to consistently deliver on those responsibilities. In a culture based on teamwork and accountability, all team members want to do their part for the success of the team, because they realize that anything less is unacceptable.

The mission of the STRM Implementation Services Team is to ensure the satisfaction of our clients in three primary areas:

- Implementation of the STRM solutions;
- Interface work;
- Resolution of client support issues in accordance with the STRM Support Services guidelines.

As a Project Manager, it is your responsibility to demonstrate a commitment to this mission at all times. You must set a positive example in all areas of your performance.

The purpose of this document is to clearly define your responsibilities as a Project Manager. If you have any questions on these responsibilities, please discuss the matter with your manager.

### **Primary Responsibilities:**

1. At a high level, the Project Manager is responsible for the planning, coordinating, monitoring, reporting and facilitating projects. The PM is solely responsible for creating and maintaining the Project Plan (WBS) for the lifecycle of the project.
2. Demonstrates an unwavering commitment to Streamline Health's mission of providing quality implementation, on-time and within budget. Demonstrates leadership in this area by making this a priority for all team members.
3. Assists in developing and reviewing project level requirements.
4. Properly and effectively manages project scope through the approved change management process.

5. Proactively leads the project team in technical discussions through to resolution. Facilitate the resolution of technical constraints and challenges to keep the projects progressing towards established milestones.
6. Facilitates project/team-related issue resolution; develops consensus among team members; monitoring and reviewing team outputs; troubleshooting problem situations; providing managerial oversight; assigning team member roles as needed.
7. Proactively identifies and remediates project risks and issues, internally, externally and with management. This includes documenting, prioritizing, delegating for resolution and escalating when appropriate.
8. Prepares weekly project status reports that detail and explain where the project is at in its lifecycle and overall health. Demonstrate project trends and progress. Provide inputs and recommendation solutions to management.
9. Ensure that the entire implementation lifecycle is being applied properly to the project and that each discipline is adhering to established policies, practices, etc. If an exception is required, ensure that it is communicated and approved by management prior to the project proceeding.
10. Must be solution oriented in all facets of the project.
11. Must demonstrate skills in project management, leadership, communication, influence, negotiation and conflict resolution.

Accountability...produces the expected results of the position, while showing proactive support of the STRM Mission and Culture, including our Principles of Effective Teamwork.

Proactive support of the STRM Objectives

1. Proactive support of all STRM policies, processes, and procedures, including, but not limited to:
  - a. Time reporting on the project
  - b. Streamline Health's Implementation Lifecycle
  - c. Sick and vacation requests and reporting

**Primary Qualifications:**

1. Professional integrity and transparency.
2. Proven teamwork skills.
3. Effective interpersonal skills.
4. Ability to remain calm in the face of adversity, while demonstrating appropriate resolve and focus.
5. Results (vs. activity) oriented.
6. In-depth knowledge of the STRM support processes and effective troubleshooting skills.
7. In-depth knowledge of the STRM applications.
8. In-depth knowledge of the critical phases in a successful development life cycle methodology.

9. General familiarity with all STRM departments to ensure that you are working effectively and cooperatively with them.
10. Technical Background
  - a. Minimum of 3-5 years of Project Management experience with demonstrable experience with standardized Project Management best practices.
  - b. PMP Certification is a plus
  - c. Knowledge of the following is highly desirable;
    - i. Microsoft Project and Project Server
    - ii. Microsoft's Sharepoint Server
    - iii. Microsoft Office (Word, Excel, PowerPoint and Visio)
    - iv. HP/Mercury Interactive's Quality Center
  - d. General understanding of the following components of the STRM architecture:
    - i. Operating systems and browsers
    - ii. Database (Oracle)
    - iii. Imaging
    - iv. Workflow
    - v. n-Tiered Development
  - e. A proactive approach to learning new material as it relates to Project Management and related disciplines. Demonstrates the ability to share that effectively with the team so that we are consistently attempting to grow and improve.
11. Effective verbal and written communication skills – Clear, Concise and Complete.
12. Good business judgment. Demonstrates the ability to work independently as well as both effectively and efficiently. Show leadership through excellent understanding and choosing the right direction. Makes rational decisions based on what is needed or right and not which is necessarily faster or easiest.
13. Strong work ethic. Demonstrates a commitment to quality and excellence for the customer and the company.
14. Professionalism in all aspects of the position. Demonstrates a clear and consistent dedication to improving and promoting process and excellent, positive working relationships internal and external to immediate work group.
15. Effective Presentation Skills. Demonstrates the ability to convey ideas and concepts to others in a positive and effective manner.
16. Dependability. Demonstrates consistency in all aspects of their approach to work.
17. Ability to multitask. Demonstrates the ability to handle multiple, concurrent assignments/projects. Seeks to understand their relevance and relative importance in order to prioritize effectively.
18. Willingness to travel an estimated 50% to 60% of the time (may exceed during normal project timeframes).
19. Located in the STRM Corporate Office is a plus.