ARKANSAS HEALTH INSURANCE MARKETPLACE
INFORMATION TECHNOLOGY MANAGER
JOB DESCRIPTION

The Arkansas Health Insurance Marketplace (AHIM) was established by Act 1500 of the Arkansas State Legislature, to manage and implement a state-based health insurance marketplace in Arkansas in accordance with state and federal law. Arkansas currently has a state partnership health insurance marketplace. The AHIM will be responsible for designing, implementing, and operating the state-based health insurance marketplace. Arkansas is the first state in the country with federal approval to serve its Medicaid expansion population through the marketplace via a premium assistance model.

Position Title: Information Technology (IT) Manager

Reports To: Director of Operations

Position Summary:

Responsible for all AHIM technology, Information Technology (IT) strategic direction, oversight of vendor technology products and platforms, ensuring appropriate levels of information privacy and security oversight and controls, and management of the IT function for the AHIM organization, including a public, high traffic web site.

Responsibilities:

- Oversee internal and external day-to-day IT operations of AHIM, providing overall management of technology vendor(s), developing the IT governance model, and a comprehensive on-going IT project management plan.
- Oversee investments in technology hardware, software, and talent to meet the goals and objectives of AHIM. Ensure that all initiatives in the IT portfolio have clear business goals and success metrics.
- Designs the architecture for complex systems with constantly evolving requirements.
- Provide strategic direction and vision to direct the overall design of AHIM's technology platform to ensure that AHIM's current and future business goals can be met.
- Assist in the creation and management of procurement processes for the acquisition of technology products and services.
- Initially, this role will collaborate with the AHIM staff and the stakeholders, including carriers, producers, federal technology teams, the Department of Human Services (DHS), the Arkansas Insurance Department (AID) and others, to ensure the successful solution implementation, sufficient privacy and security, data migration from the federal technology platform, and sufficient testing of solutions.
- Initially, this role will oversee and direct technology vendors and technology project teams hired to implement Arkansas's state-based insurance marketplace by established deadlines. In addition, will support work to implement the core AHIM supporting technology and software, including input to overall project work plans, resource plans, dependencies, schedule, project status, issues, and risks.

- Ongoing, this role will oversee and ensure technology vendor deliverables, contractual requirements, performance guarantees, and implementation and testing milestones are met.
- In addition, lead technology operations project work plans per contractual requirements; manage change requests and requirements.
- Manage vendor software solutions including developing and monitoring software maintenance plans, and developing and ensuring adherence to contractual Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
- Support efforts to ensure that the Marketplace is prepared for federal phase gate, design, and implementation reviews including the validation of all technology-related Center for Consumer Information and Insurance Oversight (CCIIO) deliverables for the implementation of Arkansas's state-based marketplace.
- Direct technology strategy and operations, including management of computer hardware and software, telecommunications and networks.
- Report to the Executive Director and Board of Directors on a regular basis—i.e., privacy and security, solution architecture, solution integration with the Arkansas Department of Insurance and Arkansas Department of Human Services systems, data migration, solution testing, and auditing.
- Support the transition of technology, assets and data from the federal partnership marketplace to the state-based marketplace platform.

Qualifications and Educational Requirements:

- Bachelor's degree in Information Systems, Computer Science, Engineering or related field required; Master's Degree in Information Systems or Computer Science strongly preferred.
- 8+ years of experience managing technology and information resources
- Experience providing strategic IT direction.
- Proven track record in designing systems architecture and executing systems integration projects.
- Experience in managing groups of analysts and developers working on complex system projects to meet deliverables with tight timeframes.
- Ability to communicate with, and support the technological requirements for internal and external clients. Strong operational, organizational and negotiation skills required.
- Proven project management skills, including experience managing technology vendors and vendor relations. Experience designing and monitoring technology service level agreements
- Health care background and knowledge of both the public and private sectors preferred
- Experience with electronic data interchange (EDI) and health care data privacy and security preferred.
- Previous experience with health insurance technology, particularly health insurance marketplace technology is strongly preferred.
- Candidate must be team player with excellent interpersonal skills and the ability to work within a very fast-paced, newly created organization
- Experience with Agile and Scrum project management and software development methods.

Please submit resumes as a .pdf to ahim.office@gmail.com by 5:00 pm CST on June 30, 2014 with "Information Technology Manager" in the subject line.