

## Implementation Lead

Job Title	Implementation Manager	Experience	5 to 8 yrs
Department/Group	IT	Job Code/ Req#:	IL

### Job Description - IC Role (Individual Contributor)

The Implementation Manager is responsible for ensuring timely high quality customer implementations.

This role will work closely with our Customer Success and Engineering teams to keep everyone in sync, track progress, and address obstacles to ensure successful on-time launches. The Implementation Manager will also be responsible for pattern analysis and developing new processes or modifying existing workstreams that reduce the time and effort involved in customer implementations.

### Responsibilities

- Manage implementation of customers from contract to go live.
- Oversee Customer Success and Engineering staff assigned to the implementation for the purpose of ensuring on-time delivery of software implementations.
- Develop project plans, track progress, and resolve roadblocks during implementation.
- Coordinate with utility partners and others to ensure a successful go live.
- Document data requirements and process workflows.
- Keep internal and partner teams tracking to plan. Communicate and escalate as necessary to meet deadlines.
- Report regularly on status of implementations, potential issues and options for resolution.
- Identify key weaknesses and failure points in current project implementation plans and spearhead process improvements.

### Qualifications

- Minimum 3 years of software implementation project management experience.
- Knowledge of project management tools.
- Excellent written and verbal communication skills.
- Highly detail oriented.
- Motivated and proactive in creating and improving processes and workflows.
- Strong analytical and critical thinking skills.
- Familiarity with SQL a big plus!

## About WhiteSpace Health

WhiteSpace Health is a deep analytics company. Our Revenue Intelligence Platform uses AI to detect, predict, and resolve RCM issues and effectively manage operations. We bring value to our clients by identifying and stemming revenue leakage, preventing, and resolving denials, and reducing patient no-shows. Together, this lifts revenue. To learn more, visit <https://whitespacehealth.com>.