

POSITION OVERVIEW

Job Title: IT Support Analyst
Business Title: *IT Vendor Engagement Analyst*
Job Code: ITSUPANST
FLSA Status: EXEMPT
Department: IT Service Operations
Reports to: Sr. Manager, IT Strategic Partnerships
Location: Remote
Draft Date: 05/27/2026
Revision Date: 05/27/2026
Approved By: Chris Besand
Role: Individual Contributor

POSITION SUMMARY

This role will partner closely with the Sr. Manager, IT Strategic Partnerships to improve vendor governance, contract lifecycle management, financial oversight, and executive-level reporting across a diverse portfolio of technology vendors. The ideal candidate is highly organized, analytically strong, and comfortable working with ambiguity across IT, Finance, Legal, and Procurement. This role is critical to scaling vendor engagement processes, improving transparency into vendor performance, and enabling leadership to make informed, data-driven decisions.

The ideal candidate should have experience in external vendor management, contract negotiation, and possess exceptional organizational and communication skills, strong business intuition, with the ability to work both independently and across a range of stakeholders horizontally and vertically across the organization. The ideal candidate has a keen eye for process improvement, documentation, and the ability to proactively communicate with stakeholders in an efficient and effective manner.

POSITION DUTIES AND RESPONSIBILITIES (*HIGHLIGHTED ITEMS SHOULD ONLY BE ADDED TO PEOPLE LEADER JOB DESCRIPTIONS.)

- Provide vendor oversight and develop a comprehensive vendor engagement strategy to ensure optimal outcomes and alignment.
- Collaborate closely with Product Owners, and other stakeholders to comprehend vendor capabilities and provide solution choices.
- Conduct regular reviews with vendors to evaluate vendor performance, discuss new capabilities, and ensure adherence to contractual obligations.
- Diligently monitor vendor performance against metrics and KPIs, identify instances of non-performance.
- Support day-to-day management of IT vendors to include, but not limited to SaaS, infrastructure, managed services and professional services.
- Perform contract comparisons, pricing trend analysis, and renewal preparation.
- Assist in building new and maintaining vendor scorecards (performance, cost, risk, strategic value), with the ability to efficiently provide data/outcomes to stakeholders.
- Identify opportunities to automate or streamline tracking, reporting, and workflows.
- Engage vendors in developing corrective plans and ensure timely resolution of issues.
- Assist IT Vendor Management team in additional functions, such as contracting, procurement, and cost management as needed
- Performs other duties as assigned.



KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge – Theoretic or practical understanding of a subject (e.g., Understanding of healthcare industry regulations, trends, and best practices).
- Skills – Proficiencies developed through training or experience (e.g., Proficiency in computer software including Microsoft Office Products. (Word, Excel, Access, Outlook and PowerPoint)).
- Abilities – Innate or developed capacities to perform tasks (e.g. Ability to work with and maintain confidential information).

REQUIRED QUALIFICATIONS

- Education – Bachelor’s degree in Information Technology, Business, or Health Care Administration or related field
- Experience 3 – 5 years in IT Vendor Management
- Exceptional communication abilities and proficient in engaging stakeholders.
- Experience managing professional services vendors with the ability to measure and validate capabilities to recommend to internal stakeholders.
- Strong track record in vendor negotiation, stakeholder management, and contract management
- Effective collaboration with cross-functional teams in vendor performance assessment and issue resolution.
- Demonstrated ability to clearly explain vendor performance metrics and effectively communicate issue resolution strategies to stakeholders.
- Proficiency in vendor contract management, performance evaluation, risk assessment, and breach resolution.
- Experience working with various pricing structures and contract renewal cycles.
- Track record negotiating contracts.
- Proven experience in reviewing agreements and creating metrics and plan to manage vendor performance.
- Ability to work autonomously and manage priorities from multiple stakeholders.
- Enthusiastic and adaptable in a fast-paced environment.
- Comfortable working with ambiguity and evolving processes.
- Strong sense of ownership and follow-through.

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- Professional certifications in vendor management or procurement related areas a plus.

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

- Never Occasionally Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

- Never Occasionally Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

- Never Occasionally Constantly

Moving about to accomplish tasks or moving from one worksite to another.

- Never Occasionally Constantly

Adjusting or moving objects up to 15 pounds in all directions.

- Never Occasionally Constantly



Communicating with others to exchange information.

- Never Occasionally Constantly

Repeating motions that may include the wrists, hands and/or fingers.

- Never Occasionally Constantly

Operating machinery and/or power tools.

- Never Occasionally Constantly

Operating motor vehicles or heavy equipment.

- Never Occasionally Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

- Never Occasionally Constantly

Environmental Conditions

Low temperatures.

- Never Occasionally Constantly

High temperatures.

- Never Occasionally Constantly

Outdoor elements such as precipitation and wind.

- Never Occasionally Constantly

Noisy environments.

- Never Occasionally Constantly

Hazardous conditions.

- Never Occasionally Constantly

Poor ventilation.

- Never Occasionally Constantly

Small and/or enclosed spaces.

- Never Occasionally Constantly

No adverse environmental conditions expected.

- Never Occasionally Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

- Never Occasionally Constantly

Light work that includes moving objects up to 20 pounds.

- Never Occasionally Constantly

Medium work that includes moving objects up to 50 pounds.

- Never Occasionally Constantly

Heavy work that includes moving objects up to 100 pounds or more.

- Never Occasionally Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

