

POSITION OVERVIEW

Job Title: Manager, ITBS Application Portfolio - Credentialing, Compliance, Corporate Insurance, and Legal
Department: IT Business Systems
Job Code: MGRITAPF
Reports to: Director, ITBS Application Portfolio – Credentialing, Compliance, Corporate Insurance, and Legal
FLSA Status: Exempt
Location: Remote, USA
Draft Date: 11/16/24
Revision Date: N/A
Approved By: Jessica Sims
Role: People Leader

POSITION SUMMARY

Radiology Partners is seeking an Application Portfolio Owner who is responsible for the overall health and performance of a portfolio of IT business applications Legal, Compliance, Corp Insurance, & Credentialing Applications. Key responsibilities of this leadership role include the implementation, enhancement, integration, and maintenance of an application portfolio ensuring the applications align with business needs and functions properly. This position oversees application portfolio managers and application support analysts supporting Legal, Compliance, Corp Insurance, & Credentialing Applications. The Application Portfolio Owner plays a significant role in application portfolio management, implementations, upgrades & enhancements, customer & vendor management, and people & skills management.

POSITION DUTIES AND RESPONSIBILITIES

Application Portfolio Management

- Works with application portfolio stakeholders to communicate application portfolio strategies and ensure alignment with business objectives
- Assesses business operations to identify areas where portfolio applications can improve efficiency and meet specific needs
- Researches, evaluates, and procures new applications that align with business requirements
- Reviews metrics on portfolio application's transaction volumes, risks, and data integrity to identify improvement opportunities
- Oversees initiatives to retire, consolidate, migrate, or enhance portfolio applications per the roadmap
- Maximizes value by identifying additional business outcomes and value that could be realized by portfolio applications
- Ensures stability, performance, security, and user experience for applications within the portfolio
- Evaluates service levels and key performance indicators for service delivery and implements improvements to ensure services excellence for the application portfolio
- For escalated tickets, collaborates and communicates with the various parties involved in incident resolution and service request fulfillment.

Implementations, Upgrades and Enhancements

- Analyzes business stakeholders request for the selection and implementation of new applications or technologies to optimize productivity or explore new value opportunities
- Develop business cases for application portfolio initiatives that justify the investment (e.g., ROI, user productivity, business stakeholder satisfaction, operational costs, error rates)
- Participates in proof of concepts



- Oversees project management of new implementations and upgrades to portfolio applications
- Works with platform architect to identify organizational impacts for upgrades, new applications, and enhancements
- Creates and prioritizes a list of enhancements for applications within the portfolio
- Plans and schedules releases for upgrades, new applications, and enhancements
- Trains end users on new applications, modules, and features
- Supports implementation teams to complete projects and process improvement initiatives.
- Discuss opportunities with business stakeholders to streamline business operations with new applications, upgrades, or enhancements
- Works with business stakeholders to keep them informed of changes with their business applications and address their issues to ensure adoption
- Coordinates internal communications to stakeholders related to the deployment of new applications, upgrades, and enhancements

Customer & Vendor Management

- Conduct application portfolio stakeholder meetings monthly to address concerns, understand needs and report on performance of initiatives and services
- Communicates application status, updates, and potential issues to relevant stakeholders
- Manages relationships with portfolio application vendors and service providers, negotiating contracts and ensuring timely delivery
- With the assistance of vendor management, manage vendor performance against contract, RP SLAs, and department budget

People & Skills Management

- Promotes communication and cooperation among teammates to create a spirit of unity in the department.
- Works closely with leadership and teammates to improve work relationships, build morale, and increase productivity and retention.
- Provides day-to-day performance management guidance to direct reports (e.g., coaching, counseling, career development, disciplinary actions).

DESIRED PROFESSIONAL SKILLS AND EXPERIENCE

- Requires a Bachelor of Science degree in Computer Science, Business Administration, or equivalent experience
- Requires 8 years Information Technology experience
- Requires 4 years’ experience working with Legal, Compliance, Corp Insurance, & Credentialing systems
- Working knowledge of industry standards such as ITIL, Project Management, Product Management, Agile Development
- Working experience in healthcare industry
- Advanced communication and presentation skills with a superior ability to effectively communicate complex concepts and issues to leadership in a compelling, persuasive, fact-based manner
- Thorough understanding of application architecture, technologies, and platforms within the portfolio
- Understanding of key business processes supported by the portfolio and how applications support them
- Experience in conducting application portfolio reviews, rationalization exercises, and identifying opportunities for application consolidation, modernization, or retirement
- Ability to influence and collaborate with cross-functional teams across the organization

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 __ 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.

Support Teammate's Signature

Date