



APPLY ONLINE

Position Summary

IS Manager II: IT Program Manager

Purpose

This role works under the direction of the Center for International Blood and Marrow Transplant Research (CIBMTR) Senior IT Director and leads the program management team. The role partners closely with IT team members and cross-functional personnel across data operations, statistical operations, finance, and administration, and coordinates across CIBMTR's affiliate organizations to keep business priorities and technical execution aligned.

Operating within a hybrid Agile Scrum environment, the role is accountable for a portfolio of concurrent initiatives — setting priorities, maintaining delivery governance and standards, and reporting program health to leadership — so that teams deliver high-quality solutions on time.

Primary Functions

Program & Project Planning

- Define project scope, requirements, deliverables, and business timelines.
- Estimate IT effort and duration for small to large-scale projects by defining requirements and collaborating with IT team leads, applying a consistent sizing methodology.
- Maintain visibility across the portfolio of active initiatives; support budgeting and balance capacity against demand with resource leaders.

Delivery Execution & Governance

- Facilitate meetings for discovery, planning, implementation status, and project governance.
- Track deliverables, timelines, and dependencies across initiatives.
- Lead risk management, including identification, mitigation planning, and escalation.
- Remove team obstacles and impediments to keep delivery on track.
- Support steering committee governance and report program health, delivery risks, and dependencies to leadership.
- Lead, mentor, and provide direction to the program management team.

Prioritization & Agile Delivery

- Guide prioritization and conflict resolution across competing initiatives, and ensure backlog items and requirements are well-defined and actionable.
- Drive product alignment as the team operates within a hybrid Agile Scrum model.
- Lead iteration planning and release management.



Methodology, Operations & Vendor Management

- Maintain the SDLC and delivery standards across Waterfall and Agile Scrum, including templates for requirements, issue tracking, and testing and validation.
- Manage vendor relationships, deliverables, timelines, and dependencies, and escalate performance risks or delivery variances.
- Perform other duties as assigned

Knowledge – Skills – Abilities

Core Knowledge

- Strong understanding of **program and project management practices** supporting enterprise technology initiatives.
- Understanding of **data-driven environments in healthcare, research, or regulated industries**.
- Ability to connect technical initiatives with operational and strategic objectives.

Management & Leadership

- Ability to independently manage complex, multi-stakeholder initiatives in dynamic environments.
- Strong judgment in prioritization, dependency management, and issue escalation.
- Demonstrated ability to coordinate work across technical and operational teams.
- Proven ability to manage ambiguity while maintaining program clarity and momentum.
- Experience supporting organizational change associated with major technology initiatives.
- Strong relationship-building and stakeholder management skills.

Communication & Collaboration

- Exceptional written and verbal communication skills.
- Ability to translate complex technical concepts into clear, actionable information for executive leadership.
- Effectively communicate with both technical and non-technical stakeholders.
- Strong facilitation and interpersonal skills.

Technology Literacy

Conceptual understanding of modern data and analytics environments, including:

- Data warehouse / data lakehouse architectures
- Analytics platforms
- AI enablement (**a plus**)



Agile & Delivery Methods (Preferred)

- Working knowledge of Agile delivery methods and Scrum concepts.
- Experience supporting hybrid delivery models combining Agile development with traditional program management.
- Experience working in regulated or research environments preferred.

Perform other duties as assigned.

Organizational Structure

Building: Michels Center for Cancer Discovery

Department: Center for International Blood and Marrow Transplant Research (CIBMTR)

Division:

Reports to (Title): Senior IT Director

Direct Reports (Titles): Business Analyst III, Project Manager, Statistical Data Analyst, IT Compliance and Training Specialist

Collaborates with (Titles): CIBMTR MCW and NMDP IT staff, functional area leaders

Specifications

Appropriate education and/or experience may be substituted on equivalent basis

Minimum Required Education: Bachelor's degree in Management Information Services, Computer Science, Business, or related field.

Minimum Required Experience: 8 years of project or program management experience.

Preferred Education: MBA, MS, or other advanced degree

Preferred Experience: Experience operating in healthcare, clinical research, or regulated environments. Experience coordinating across multiple organizations, stakeholders, and vendors

Field: Information Technology

Certification: Preferred certifications:

Certification in PMP (Project Management Professional)

Agile or equivalent program management certifications.



Classification

Grade Name	18
Full-Time Equivalent	1.0
FLSA Status	Exempt
FLSA Test	Administrative
Workweek	Full-time role with expectations for coverage during core business hours and flexibility required as necessary to accommodate business needs.
Job ID	JC0568
Job Name	Manager IS II

Job Scope

Complexity – requires sound judgment; leads difficult and involved planning of initiatives

Impact – errors may result in extensive damage; constant attention to accuracy required

Autonomy – individual responsible for completion of work; seeks supervision as appropriate

Communication – involved in frequent conflict resolution; communicates with senior leaders

Responsibility – influences others

Confidentiality – confidential information used frequently to make decisions

Leadership – prioritizes work of others or may provide supervision

Physical Requirements

Work requires occasionally lifting moderate weight materials, standing, or walking continuously.

Risk Potential

Little or no exposure to hazards such as dust, fumes, or extreme temperatures, airborne or blood borne pathogens, extreme temperatures, or allergens.

Sensory Acuity

Ability to detect and translate speech or other communication required. May occasionally require the ability to distinguish colors and perceive relative distances between objects.

Work Environment

Occasional exposure to dust, noise, temperature changes, or contact with water or other liquids. Work is performed in an environmentally controlled environment.

Performance Dimensions

Collegiality

Exhibit confidentiality, honesty, and actions that build trust and strengthen relationships. Listen to others and effectively communicate in a clear and concise manner through written and verbal communication. Demonstrate respect and



commitment to the values of diversity and equity; seek out and incorporate diverse perspectives into decision making.

Excellence and Creativity

Exhibit initiative and ingenuity by taking ownership of tasks to proactively improve services, avoid problems, or develop opportunities. Generate novel and valuable ideas to impact institutional missions. Identify and implement new methods to increase efficiency and quality.

Education and Development

Displays an ongoing commitment to continuous learning and self-improvement in one's area of responsibility. Actively seek out mentorship and learning opportunities that can be applied to current and future work activities. Develop and maintain professional affiliations. Participate in design, development, and/or evaluation of instructional materials, methods, courses, or programs.

Agility and Judgment

Remain flexible and versatile in rapidly changing environment and adapt quickly to changing circumstances. Change behavioral style or method of approach when necessary to achieve a goal. Make timely and sound decisions based on analysis of information, experience, and logic. Show reliability and accountability in the successful completion of all work.

Stewardship and Institutional Citizenship

Support transformational change to achieve institutional vision and strategies. Be an active and thoughtful participant in institutional initiatives, meetings, and committee work. Conserve resources and use in an efficient and cost effective manner across all institutional missions. Look for ways to improve and promote quality within area of influence.

Disclaimers

Background Check

Employment in this position may be contingent upon successfully completing a background and criminal history check, caregiver background check in accordance with the Wisconsin Caregiver Background Check Law, physical examination, and / or driving record check.

Equal Opportunity Employer

The Medical College of Wisconsin is an affirmative action / equal opportunity employer and does not discriminate in hiring or employment on the basis of age, sex, race, color, religion, national origin, veteran status, disability, or sexual orientation.

Diversity and Inclusion

The Medical College of Wisconsin defines diversity as a commitment to recognizing and appreciating the variety of individual differences in an environment that promotes and celebrates individual and collective achievement. The diversity of MCW continues to be an important source of innovative ideas and creative accomplishments.

Confidentiality

Employees that have access to MCW, affiliate, subsidiary, or student data or Protected Health Information (PI), or research protected information are obligated to protect the confidentiality and proper use and access of this information in order to prevent loss, misuse, unauthorized access, unnecessary identification, or security breaches.

Completeness

This job description is not an employment contract and the Medical College of Wisconsin may modify this document at any time. This document is intended to indicate the types of tasks and levels of skill, effort, and responsibility required by positions assigned this title. This information shall not be construed as a declaration of the specific duties and



responsibilities of any particular position. It is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of direct reports. The functions described are not to be interpreted as exclusive or all-inclusive of the various functions performed.