

Sr. Technical Implementation Manager

Location: Remote (US)

Reports To: VP, Implementation & Client Success

Department: Implementation

About WellBeam

WellBeam is transforming clinical workflow interoperability between hospitals and post-acute providers. By replacing legacy fax- and phone-based processes with intelligent, EMR-integrated workflows, we enable care teams to coordinate in real time, unlock revenue, and improve patient outcomes across the acute-post-acute continuum.

We partner with many of the largest and most forward-thinking health systems and post-acute providers in the country, bringing modern, scalable workflows to some of the most complex clinical environments in U.S. healthcare.

Role Summary

As WellBeam continues to grow, we are seeking a Sr. Technical Implementation Manager to help scale our delivery capacity and support high-quality customer implementations. This role will work closely with Implementation & Customer Success, which leads overall project management, while directly owning the technical workstream for implementations with customers.

- Own core WellBeam application build activities during customer implementations.
- Partner with customer stakeholders to guide configuration and build decisions throughout implementation.
- Coordinate implementation tasks, testing, issue resolution, and follow-up across internal and external stakeholders.
- Help create and improve repeatable implementation processes that reduce go-live effort and improve time to value.
- Serve as a dependable, execution-focused partner to customers and internal teams throughout the implementation lifecycle.

Key Responsibilities

Pre-Implementation Scoping & Solution Strategy

- Lead technical discovery and scoping sessions with health system customers to identify integration requirements, workflows, dependencies, and implementation needs.
- Provide implementation recommendations that balance customer objectives, technical feasibility, scalability, and delivery timelines.

- Drive detailed technical solution discussions and contribute to Statements of Work (SOWs), including scope, resource planning, timelines, and implementation considerations.
- Partner with Product and Engineering teams to align customer requirements with WellBeam's interoperability strategy and roadmap.

Technical Implementation Delivery & Execution

- Own the technical build and delivery aspects of customer implementations for WellBeam's health system and post-acute care customers.
- Coordinate and execute technical implementation activities involving API-driven workflows, HL7v2 interfaces, XML transformations, flat-file exchanges, and healthcare data interoperability standards.
- Lead implementation execution with strong ownership, operational rigor, follow-through, and attention to detail.
- Support end-to-end implementation workflows, including customer onboarding, system configuration, integration validation, testing, go-live preparation, and post-launch stabilization.
- Continuously refine implementation workflows and technical processes to improve scalability, efficiency, and customer outcomes.

Cross-Functional Leadership & Customer Coordination

- Build and maintain strong relationships with customer stakeholders to ensure successful project execution and long-term partnership success.
- Partner closely with Customer Success, which owns overall project management, to ensure alignment across project plans, milestones, risks, dependencies, and communications.
- Act as the primary technical advisor during implementations, coaching customer teams through implementation workflows and technical decision-making.
- Communicate implementation status, risks, blockers, and escalation items clearly across internal and external stakeholders.

Technical Problem Solving & Operational Support

- Collaborate with Engineering, Product, and Integration teams to troubleshoot and resolve complex technical and interoperability issues during implementation and go-live activities.
- Translate customer business and operational needs into actionable technical solutions and implementation plans.
- Support issue identification, escalation management, root-cause analysis, and resolution throughout the implementation lifecycle.
- Troubleshoot data-related issues involving mapping, transformation, ingestion, validation, and interoperability workflows.

Implementation Playbooks, Documentation & Process Improvement

- Develop and maintain scalable implementation playbooks, best practices, templates, and standard operating procedures for customer deployments.
- Create and maintain clear customer-facing and internal implementation documentation to standardize delivery processes and improve implementation quality.



- Drive process improvement initiatives by identifying recurring implementation challenges, operational gaps, and opportunities for automation or workflow optimization.
- Help establish repeatable implementation standards that improve consistency, scalability, and long-term operational excellence.

Data Management & Healthcare Interoperability

- Ensure robust healthcare data integrations across systems, including data mapping, ingestion, transformation, validation, and MDM-related workflows.
- Stay current on healthcare interoperability standards and emerging industry initiatives, including TEFCA, QHINs, FHIR, PACIO, Direct Secure Messaging, and related frameworks.
- Contribute to WellBeam's innovation and interoperability initiatives by identifying opportunities to improve integration architecture and customer connectivity strategies.

What Success Looks Like

- Successfully lead and deliver complex healthcare integrations and customer implementations on time, with high quality and minimal escalation risk.
- Build scalable, repeatable implementation processes, playbooks, and technical standards that improve operational efficiency and customer experience.
- Develop trusted relationships with customer stakeholders by providing strong technical leadership, clear communication, and proactive problem-solving throughout implementations.
- Partner effectively across Customer Success, Product, and Engineering to resolve technical challenges, drive alignment, and continuously improve implementation outcomes.
- Advance WellBeam's interoperability capabilities by delivering reliable healthcare data integrations and staying ahead of evolving industry standards and best practices.

Qualifications

Required Qualifications

- 5-10 years of experience in healthcare IT implementations, interoperability, or enterprise healthcare software environments, including experience supporting complex health system integrations.
- Strong experience working with healthcare platforms and EMR ecosystems such as Epic, Cerner, Athena, revenue cycle systems, ERP platforms, or similar enterprise technologies.



- Hands-on experience with healthcare interoperability standards and integration technologies, including HL7v2, FHIR APIs, EDI, XML, flat-file/batch file processing, and API-driven workflows.
- Strong understanding of healthcare data integration concepts, including data mapping, transformation, validation, conversion, ingestion, and data integrity best practices.
- Proven ability to manage complex customer implementations from technical discovery and scoping through go-live and post-production support.
- Excellent organizational, project management, and communication skills, with the ability to manage multiple priorities while keeping stakeholders aligned.
- Demonstrated success operating in customer-facing environments with strong ownership, accountability, and execution focus.
- Ability to communicate technical concepts clearly to both technical and non-technical audiences and lead cross-functional collaboration effectively.
- Comfortable working in fast-paced, evolving startup or growth-stage environments with a mindset focused on scalability and continuous improvement.
- Willingness to travel occasionally, estimated at less than 10%.

Preferred / Standout Qualifications

- Direct experience implementing or supporting HL7- and FHIR-based interoperability workflows within provider or care coordination environments.
- Background working with health systems, post-acute care, home health, or broader care coordination organizations.
- Experience with ambulatory and enterprise EMR integrations, particularly within Epic ecosystems.
- Familiarity with Agile implementation methodologies and cross-functional product delivery practices.
- Strong analytical and problem-solving skills with the ability to troubleshoot complex technical and operational implementation challenges.
- Understanding of healthcare interoperability initiatives and regulations, including TEFCA, QHINs, PACIO, Direct Secure Messaging, and related industry standards.
- Exposure to clinical workflows and operational processes within provider organizations.
- Passion for improving implementation workflows, operational scalability, and customer experience through process optimization and documentation.

The Type of Person You Are

- You take ownership and independently drive complex initiatives to completion without requiring significant oversight.
- You are highly detail-oriented, execution-focused, and dependable in meeting deadlines and delivering high-quality outcomes.
- You build strong relationships with customers and internal stakeholders through proactive communication, transparency, and collaboration.
- You thrive in ambiguity, adapt quickly to changing priorities, and bring a solutions-oriented mindset to challenges.



- You enjoy building scalable systems, repeatable processes, and operational structure within a growing organization.

Why You'll Love Working at WellBeam

- Competitive salary and equity participation
- Remote work with flexible working hours
- Monthly team dinners (if local to the SF Bay Area) and regular company-wide offsites
- Generous holidays and Paid Time Off
- A variety of health, vision, and dental insurance options
- 401(k) and Workers' Compensation

Compensation Range: \$130,000 - \$165,000

Interested?

Email recruitment@well-beam.com with the role title in the subject line. Please include a brief introduction and your resume.