



# Technical Implementation Manager

**Location:** Remote (US)

**Reports To:** Director, Product and Integrations

**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 Technical Implementation Manager to help scale our delivery capacity and support high-quality customer implementations. This role will work closely with Customer Success, which leads overall project management, while directly owning the technical workstream for implementations with health system 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

### Technical Implementation Delivery & Application Build

- Own the build and delivery side of implementations for WellBeam's health system customers.
- Support implementation workflows involving enterprise software environments, integrations, and data exchange processes.
- Drive execution of technical implementation tasks with clear ownership, strong follow-through, and attention to detail.

### Cross-Functional Coordination



- Work closely with Customer Success, which is responsible for overall project management, to ensure strong coordination across project plans, milestones, dependencies, and communication.
- Coach health system customers through their portion of the technical implementation build.
- Communicate status, risks, blockers, and decisions back to Customer Success and the broader team.

### **Technical Problem Solving**

- Partner with Engineering and Product to troubleshoot and resolve more complex technical issues that arise during implementation.
- Work across technical and non-technical audiences, translating customer needs into actionable next steps.
- Support issue identification, escalation, and resolution during implementation and go-live preparation.

### **Documentation & Process Improvement**

- Create and maintain clear customer-facing and internal implementation documentation.
- Help develop repeatable implementation processes, standards, and templates that improve consistency and scalability.
- Surface recurring implementation challenges and opportunities for workflow or process improvement.

### **What Success Looks Like**

- Health system implementations move forward with strong ownership, organization, and follow-through.
- Customer Success and technical delivery remain tightly aligned throughout implementation.
- Customers achieve faster time to value and more efficient go-lives.
- Implementation quality and consistency improve across accounts.

## **Qualifications**

### **Required**

- 3-4+ years of experience in health IT implementation, ideally in enterprise healthcare software environments.
- Experience working with health systems and complex software platforms such as EMRs, revenue cycle platforms, ERP systems, or similar enterprise tools.
- Comfort with data centered implementation concepts such as BI, data conversions, batch files / flat files, EDI, HL7, APIs, or adjacent workflows.
- Strong organizational and communication skills, with the ability to manage detail while keeping stakeholders aligned.
- A track record of taking ownership, meeting deadlines, and driving deliverables forward in a customer-facing environment.
- Willingness to travel on a light basis, less than 10% of the time.

### **Preferred / Stand-Out**

- Direct experience with HL7- or FHIR-based workflows.
- Background working with health systems, post-acute care, home health, or broader care coordination environments.



- Exposure to clinical workflows and the operational realities of provider organizations.
- Experience working with large EMR ecosystems such as Epic.

### **The Type of Person You Are**

- You take ownership and do not need hand-holding to move work forward.
- You communicate clearly, set expectations well, and know how to maintain strong customer relationships.
- You are detail-oriented, execution-focused, and dependable in hitting deadlines and deliverables.
- You thrive in a fast-paced, evolving environment and enjoy building more scalable ways of working.

### **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: \$110,000 - \$150,000*

### **Interested?**

Email [recruitment@well-beam.com](mailto:recruitment@well-beam.com) with the role title in the subject line. Please include a brief introduction and your resume.