Position Summary

Program Manager I – Data Operations Studies

Purpose

Work independently, under the direction of the Data Operations Program Director and Principle Investigators for the management and oversight of the Data Operations Study Program. This role coordinates the Data Operations studies feasibility and project milestones, while ensuring clear communication. Oversees process, risk management, metrics, and escalation pathways. Provide direction and guidance to the team to facilitate the achievement of the program’s goals.

Primary Functions

- Responsible for supervision of Data Operations Studies including recruitment, hiring, orientation, training and development, and performance evaluation.

Studies Program Management

- Responsible to coordinate among all Data Operations stakeholders and supporting parties to ensure study feasibility, project intake, study meetings, reviews, etc. are executed according to need and schedule
- Supports Business Operations for ad-hoc and urgent requests
- Ensures Data Operations meetings are scheduled and agendas pre-determined
- Responsible to create templates, process documents and metrics reporting
- Assesses Data Operations program risk and establishes escalation pathway to mitigate risk
- Provides days-to-day technical and operational supervision for junior team members
- Creates close working relationships with internal study teams for program level oversight of studies
- Ensures study compliance with regulatory and institutional policies
- Coordinate and manage Data Operations Studies outreach activities including acting as a liaison with Business Operations and the Commercial Studies Office.

Direct Project Management

- May directly manage studies, as needed

Other Duties

- Participate on appropriate committees relevant to the advancement of the Data Operations studies and registries and the profession.
- Participate in the development of Data Operations studies and registries resources through literature searches, contact with outside programs, and review and solicitation of funding opportunities.
- Assist with special projects as needed.
Knowledge – Skills – Abilities

Excellent oral and written communication skills are essential. Strong critical thinking, problem solving and attentiveness to detail required. Strong computer skills. Highly skilled with MS Office, especially Excel. Knowledge of technical, business, consultation, project management, and cultural awareness. Customer focus, building trust, and influencing skills.

Organizational Structure
Building: CLCC, 5th Floor
Department: Medicine
Division: Center for International Blood & Marrow Transplant Research (CIBMTR)
Reports to: Sr Program Manager, Data Operations
Direct Reports: Research Program Coordinator II, Research Program Coordinator III
Collaborates with: Senior CIBMTR leaders, Program Directors, Managers, IT, Data Operations, Scientific Directors.

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

Minimum Required Education: Bachelor’s degree
Minimum Required Experience: Six or more years of experience in project management or equivalent team leadership experience in a cross-matrix organization that includes demonstrated experience identifying resources and developing project timelines
Preferred Education: master’s Degree in the biologic sciences
Preferred Experience: relevant experience in data analysis, people management, data management, project management in a clinical research environment
Field: BMT/Cell Therapy or oncology
Certification: CITI training within 90 days of hire.

Classification
Grade Name
Full-Time Equivalent
FLSA Status
FLSA Test
Workweek
Job ID
Job Name
Position Category
16
1.0
Exempt
Administrative
Full-time role with expectations for coverage during core business hours and flexibility required as necessary to accommodate business needs.
263
Manager
Professional Services
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.