



PQA POSITION DESCRIPTION

Title: Senior Manager, Information Systems & Data Governance

Supervisor: Senior Director, Program & Information Management

FLSA Classification: Full-time; Exempt

Location: Alexandria, VA (hybrid) or Remote

About PQA:

Pharmacy Quality Alliance, PQA, is a national quality organization dedicated to improving medication safety, adherence, and appropriate use. A measure developer, researcher, educator, and convener, PQA's quality initiatives support better medication use and high-quality care. A non-profit organization with more than 200 diverse members across healthcare, PQA is a unique alliance in healthcare. It brings pharmacies, health plans, health care providers, pharmacy benefit managers, biopharmaceutical companies, technology vendors, government agencies, and others together to build consensus and collaborate to improve medication use quality.

POSITION OVERVIEW:

The Senior Manager, Information Systems and Data Governance is responsible for overseeing the organization's information systems, ensuring robust data governance practices, establishing/maintaining information security, and managing a diverse portfolio of IT projects. This role is pivotal in supporting the organization's strategic objectives through effective management of technology and data resources. The Senior Manager will work collaboratively across all teams, providing essential support, and ensuring technology resources are aligned with the needs and goals of the organization. Serves as the Lead Data Manager on the Enterprise Architecture Committee and works with all data owners, stewards, and users to ensure the confidentiality, integrity, and availability of the enterprise data.

ESSENTIAL RESPONSIBILITIES:

- **Information Systems Management** – Oversee the daily operation and maintenance of the organization's information systems to include system acquisition, licensing, and administration. Ensure systems are secure, reliable, and aligned with the organization's needs. Coordinate with external vendors, service providers, and staff to manage system upgrades, troubleshooting, and technical support.
- **Data Governance** – Develop and implement data governance frameworks and policies to ensure data integrity, quality, and accessibility. Monitor compliance with data governance policies and standards. Educate staff and members on data governance principles and practices.
- **Information Security** – Develop, implement, and maintain information security policies and procedures (e.g., ISO 27001, HIPAA Compliance, PCI Compliance).

Partner with managed services provider to conduct regular security audits and risk assessments to identify and mitigate potential threats. Ensure compliance with relevant information security regulations and best practices. Respond to security breaches and incidents, and conduct investigations as necessary.

- **Project Portfolio Management** – Manage the IT project portfolio, ensuring projects are delivered on time, within scope, and within budget. Develop and execute project plans, including timelines, milestones, and resource allocation. Coordinate with internal business functional leads, other staff, and project teams to ensure successful project execution. Monitor project progress, identify risks, and implement corrective actions as needed. Provide regular updates and reports to senior management on project status and outcomes.
- **Training & Development** – Develop and deliver training programs for staff to enhance their understanding and use of information systems and data governance policies.
- Other duties as assigned.

QUALIFICATIONS & EXPERIENCE:

- Bachelor's degree in Information Systems, Computer Science, or a related field. Master's degree preferred.
- Minimum of 5 years of experience in information systems management, data governance, and information security.
- Relevant certifications (e.g., CISM, CISSP, PMP) are highly desirable.
- Proven experience in managing IT projects and portfolios.
- Strong knowledge of data governance frameworks, information security standards, and best practices.
- Excellent problem-solving, analytical, and organizational skills.
- Strong communication and interpersonal skills, with the ability to work collaboratively across various teams and levels of the organization.
- Technical proficiency in database management, network administration, and cybersecurity tools.
- Ability to develop and implement policies and procedures effectively.
- Strong leadership skills with the ability to mentor and guide team members, and ability to foster collaboration and consensus-building.
- Project management skills with a focus on delivering results.
- Attention to detail and a commitment to maintaining high standards of data quality and security.
- Proficiency with the use of Microsoft 365 applications including Outlook, SharePoint, Teams, PowerPoint Proficiency in Microsoft 365 Suite and strong knowledge of nonprofit technology stacks (e.g., association & customer relationship management systems, such as Salesforce-based AMS's, content management systems, such as WordPress, learning management systems. Knowledge of cloud services (e.g., Azure & AWS) a plus.
- Strong organizational skills with an ability to effectively manage multiple competing priorities.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee is regularly required to stand, sit, talk, hear and use hands and fingers to operate a computer and telephone.
- Close vision requirements due to computer work.
- Standard office environment

TRAVEL:

Occasional travel to attend the PQA Annual Meeting, Leadership Summit, and internal team meetings.

APPLY:

Sponsorship is not available.

Interested candidates should submit a letter of interest accompanied by a resume or curriculum vitae to careers@PQAalliance.org.

This job description does not imply that the stated requirements are the only expectations for the job. Incumbents are expected to perform any other duties that may be assigned. PQA has the right to revise this job description at any time. PQA is an “at-will” employer and as such, neither this job description nor your signature constitutes any form of contractual agreement between you and PQA.

EEO Statement

PQA is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age (40 and older), race (including traits historically associated with race, which includes hair texture, hair type, and protective hairstyles such as braids, locks, and twists), color, national origin, ancestry, religion (including any outward expression of religious faith, which includes adherence to religious dressing and grooming practices and carrying or displaying religious items or symbols), sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), marital status, military status (including status as a uniformed servicemember, a veteran, or dependent of a servicemember), or any other status protected by federal, state, or local laws. The Organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.