

Job Title: Healthcare Technology Management (HTM) Program Manager

Department: Healthcare Technology Management (HTM) Services

Reports To: Regional Director / Corporate Leadership

FLSA Status: Exempt / Salary

Position Summary

The Healthcare Technology Management (HTM) Program Manager oversees and manages the delivery of comprehensive medical equipment management and support services at one or more client hospital locations under third-party service agreements. This position ensures that all HTM operations meet performance, financial, regulatory, and customer satisfaction objectives. The Program Manager provides leadership to the on-site HTM team, maintains direct relationships with hospital administration and clinical departments, and ensures that medical equipment programs operate safely, efficiently, and in alignment with client goals and compliance standards.

Key Responsibilities

- Lead and manage all aspects of the on-site HTM program, including service delivery, team performance, equipment management, and client satisfaction.
- Serve as the primary liaison between *ELITE Healthcare Technology Resources* and hospital administration for all HTM-related matters.
- Supervise, mentor, and support HTM staff, including Biomedical Equipment Technicians, Imaging Engineers, and administrative personnel.
- Oversee preventive maintenance, repair, and equipment management activities to ensure compliance with manufacturer, regulatory, and accreditation standards.
- Monitor service metrics, response times, and customer feedback to ensure adherence to service-level agreements (SLAs) and performance objectives.
- Develop and maintain budgets, forecasts, and cost control measures in collaboration with company leadership and the client's finance department.
- Manage vendor relationships, parts procurement, and contract compliance for service support and equipment acquisitions.
- Ensure compliance with The Joint Commission (TJC), NFPA 99, CMS, FDA, and other applicable regulations.
- Prepare and present reports, dashboards, and key performance indicators (KPIs) to both internal leadership and hospital stakeholders.

- Participate in capital planning, technology assessments, and lifecycle management strategies.
 - Foster a culture of safety, continuous improvement, and professional development within the HTM team.
 - Promote collaboration between clinical departments and HTM staff to optimize equipment uptime and support patient care initiatives.
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Qualifications

Education & Experience:

- Bachelor's degree in Biomedical Equipment Technology, Engineering, Business Administration, or related field required.
- Minimum of 5 years of experience in healthcare technology management, with at least 2 years in a leadership or supervisory role.
- Experience managing third-party or in-house HTM programs in a hospital environment strongly preferred.

Certifications (Preferred):

- Certified Healthcare Technology Manager (CHTM) or Certified Biomedical Equipment Technician (CBET) through AAMI
- Project Management Professional (PMP) or Lean Six Sigma certification a plus

Knowledge & Skills:

- Strong leadership, communication, and interpersonal skills with the ability to build effective relationships at all organizational levels.
 - In-depth knowledge of medical equipment maintenance standards, regulatory requirements, and hospital operations.
 - Proven ability to manage budgets, contracts, and service performance metrics.
 - Excellent organizational and problem-solving skills.
 - Proficiency with CMMS tools, data analytics, and reporting platforms.
 - Ability to manage multiple priorities in a dynamic, customer-focused environment.
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Physical Requirements

- Ability to move freely throughout hospital facilities, including clinical and mechanical spaces.
- Occasional lifting of up to 25 lbs.
- Periodic travel between client sites or corporate meetings as required.

Work Environment

- Hospital and clinical environments with frequent interaction with administrative, technical, and clinical staff.
- Office-based administrative work involving regular computer and phone use.
- Fast-paced, service-driven environment requiring professionalism, adaptability, and strong customer focus.

About the Company

ELITE Healthcare Technology Resources is a third-party Healthcare Technology Management (HTM) service provider specializing in medical and diagnostic equipment management, maintenance, and performance optimization. Our mission is to partner with hospitals and healthcare organizations to deliver safe, reliable, and cost-effective technology support solutions that enhance patient care and operational efficiency.