**Continuity Program Manager Job Description**

**for  
Gainwell Technologies**

## Gainwell is the leading provider of [technology](https://www.gainwelltechnologies.com/solutions/), [services and solutions](https://www.gainwelltechnologies.com/solutions/) that are vital to the administration and operations of health and human services programs. Gainwell is a new company with over 50 years of proven experience, a reputation for service excellence and unparalleled industry expertise. We offer clients scalable and flexible solutions for their most complex challenges. These capabilities make us a trusted partner for organizations seeking reliability, innovation, and transformational outcomes. We deliver vital services to 50 states and territories nationwide.

Gainwell’s Continuity Services team is seeking 2 candidates to fill the positions of Continuity Program Manager. The persons in these positions will be part of a team of Continuity Managers who deliver Business Continuity and Disaster Recovery services to the assigned Gainwell client accounts. This is a full-time permanent salaried position. This position is typically a Monday through Friday 8 am to 5 pm job. This is a work-from-home position and can be conducted from any city in the United States. The job description, desired abilities and required qualifications for this position are listed below:

**Job Description**

**Essential Job Functions:**

* A working knowledge of current IT technologies and environments – Servers, Mainframe, Virtual Server Environments, Storage, Data Replication, High Availability, Networking, Active Directory, Load Balancing, and Cloud technology
* A strong working knowledge of server and data backup and replication technologies including electronic data replication and mirroring, backup and recovery tools and utilities, High Availability, and SAN technologies
* A thorough understanding of RTO and RPO and how different technologies can achieve those requirements
* Provide input in developing best practice Business Continuity and Disaster Recovery processes and documentation
* Emphasis will be given to candidates with DR experience in the public cloud environments such as AWS and Azure
* Write and update Business Continuity and Disaster Recovery plans
* Must know how to conduct a Business Impact Analysis
* Plan and conduct/lead Table-Top and Live DR Exercises
* Proficiency at the 10 Professional Practices defined by DRII
* Coordinates and facilitates meetings, reviews and information gathering sessions with client account teams, delivery teams, and 3rd party vendors as required for the assigned projects
* Respond to RFP and Audit requests

**Basic Qualifications:**

* Bachelor’s degree or equivalent combination of education and experience
* Bachelor’s degree in Business Continuity, Emergency Management, Information Technology, or related field preferred
* Five or more years of Disaster Recovery / Business Continuity experience
* CBCP Professional Certification or higher from DRII or the equivalent from BCI

**Other Qualifications:**

* Project Management skills and the ability to work with little supervision
* Experience working for a Service Provider is beneficial but not required
* Strong Teamwork skills and the ability to lead projects that span multiple teams
* Strong interpersonal skills to interact with management, account teams, customers, and other delivery team members
* Good leadership skills to coordinate, oversee, and lead team/project members
* Good presentation skills
* Ability to work with Excel, Word, MS Teams, SharePoint, Visio, PowerPoint, MS Project, and Adobe Acrobat
* Ability to work additional and off-hours above the normal M-F 8-5 hours if and as the job requires
* Strong written and verbal communications skills
* Knowledge and experience in Health/Medical/Government Agencies are a plus

**Work Environment:**

* Work from home – Company laptop provided

If you are interested in applying for this position, please apply at the Gainwell Technologies Career website at <https://jobs.gainwelltechnologies.com/> and also email your resume to Bob Litchfield the Continuity Services Manager at [Robert.Litchfield@GainwellTechnologies.com](mailto:Robert.Litchfield@GainwellTechnologies.com).

Please be vigilant about online recruiting scams. Gainwell will never offer employment through Zoom, LinkedIn, or other social media platforms. All communications of employment offers are made through our secure careers portal. If you are unsure whether an offer of employment is legitimate, please contact [Talent\_Acquisition@gainwelltechnologies.com](mailto:Talent_Acquisition@gainwelltechnologies.com).

NOTE: This position has not yet been posted to the jobs.gainwelltechnologies.com website yet. If you are interested, please email your resume to Bob as instructed above and you will be notified when the official posting is available.