



About Us

VirtuSense Technologies is advancing the transformation of proactive healthcare for all. We keep loved ones well by providing actionable insights for physicians, caregivers, and families through AI, data, and innovative sensors.

We are a driven team that unites people of all ages and places with a common purpose. We work hard because we're passionate about improving the quality of people's lives. We have fun because we see each other as people before coworkers. We succeed because we are committed to working together to create a better future for everyone, not just ourselves. "We're here, so you'll be ok."

Role Summary

We are looking for a driven and detail-oriented Health IT Operations professional to join our growing team. In this role, you will serve as a central operational hub — coordinating deployments and ensuring that every go-live runs smoothly and on schedule. You will work cross-functionally across client partners, product, and logistics teams to deliver a high-quality experience for our clients in Acute and Post-Acute healthcare settings.

This is an exciting opportunity for someone who thrives in a fast-paced environment, enjoys problem-solving, and wants to make a real impact on how healthcare technology reaches patients and providers.

Department: Client Excellence

Responsibilities

Project Management & Deployment

- Lead end-to-end project management throughout the client deployment process, from kickoff through go-live and beyond.
- Engage clients directly to collaborate on task ownership, timelines, and milestone accountability.
- Coordinate and optimize multiple clients go-live dates simultaneously, balancing team capacity and client readiness.
- Manage team resource allocation to ensure the right people are in the right place at the right time.

Reporting & Issue Resolution

- Track and maintain accurate, up-to-date records of client deployment status across the client base.
- Provide regular status reports to internal stakeholders, highlighting progress, risks, and upcoming milestones.
- Proactively identify trending issues and escalate with appropriate urgency to drive timely resolution.
- Track client base ticket trend and escalate for focused improvement.

Cross-Functional Collaboration

- Partner with product, logistics, and operations teams to coordinate client product shipping and delivery.



- Act as a liaison between client-facing teams and internal business functions to ensure seamless communication and execution.

Resource & Travel Logistics Optimization

- Continuously improve team resource planning processes to maximize efficiency and reduce wasted travel time.
- Identify and implement strategies that streamline field team scheduling and client go-live coordination.

Data Collection & Outcome Reporting

- Support client partners during VST data collection cycles, ensuring accurate and complete data capture.
- Prepare and deliver outcome reports to both clients and internal stakeholders, presenting insights clearly and professionally.

Process Improvement

- Contribute to Acute and Post-Acute research initiatives to enhance internal services and processes.
- Identify gaps in existing workflows and champion scalable solutions that improve client outcomes and team efficiency.

Requirements

- Minimum 2 years of project management experience, ideally in a client-facing or operations-focused role.
- Advanced proficiency in Microsoft Office Suite, including Word, Excel, and PowerPoint; comfort with data tracking and reporting tools is a plus.
- Demonstrated experience leading change management efforts — introducing new processes, navigating resistance, and driving adoption across diverse stakeholders.
- Strong organizational skills with the ability to manage multiple priorities and deadlines simultaneously without sacrificing quality.
- Excellent written and verbal communication skills; able to translate complex operational updates into clear, digestible information for varied audiences.
- Collaborative mindset with the ability to build trust quickly with both clients and internal teams.

Preferred Qualifications

- Clinical experience or meaningful exposure to Acute or Post-Acute care settings (e.g., hospital, SNF, rehab facility); familiarity with clinical workflows and terminology is a significant advantage.
- Strong independent problem-solving skills — you don't wait to be told what to do; you identify the issue and take initiative to resolve it.
- Prior analytical experience (e.g., data analysis, business intelligence, quality improvement); ability to draw insights from data and use them to drive decisions.
- Experience working in health technology, medical devices, or a similarly regulated or fast-moving industry.
- Familiarity with project management tools such as Smartsheet, Asana, Monday.com, or similar platforms.



VIRTUSENSE™

What You Can Expect

- A highly collaborative and mission-driven team environment where your work directly impacts patient safety outcomes.
- Exposure to a growing area of healthcare technology with opportunities to grow your career across operations, strategy, and client success.
- Regular interaction with clinical and operational leaders at client organizations, giving you meaningful visibility and influence.
- A culture that values initiative, continuous improvement, and bringing your whole self to work.

Send your application to careers@virtusense.com to apply.

Visit virtusense.ai for more information.