



Position Description

Job Title: Technical Programs Manager

Reports To: Technical Director

FLSA Status: Exempt

Position Summary

The Technical Programs Manager supports BPI's certification programs and technical projects to ensure they meet our standards and credentialing requirements. The manager works across teams to develop and improve standards, certification programs, technical resources, processes, tools, and documentation.

The role also helps teams share technical knowledge, identifies challenges, and supports staff who manage and maintain BPI's standards and certifications. The manager works with BPI staff, subject matter experts, vendors, proctors, test centers, and industry partners to keep programs accurate, consistent, effective, and ready to grow.

Leadership and Program Oversight

- Oversee BPI's technical video review quality assurance program, including work performed by contracted technical reviewers.
- Serve as a technical resource to the staff member responsible for coordinating day-to-day video review activities.
- Provide guidance on complex findings, technical questions, exam administration requirements, and potential compliance violations.
- Identify recurring issues, trends, and opportunities to improve the effectiveness and consistency of the video review program.
- Collaborate with the Compliance Manager and other appropriate staff to recommend corrective actions when technical concerns are identified.
- Support the Technical Director in coordinating departmental priorities, workloads, and technical activities across standards and certification programs.
- Provide technical guidance, training, and mentoring to staff to strengthen technical knowledge, consistency, and professional development.
- Promote effective communication, collaboration, accountability, and continuous improvement within the Technical Department.
- Exercise independent technical judgment within established BPI policies and procedures, while escalating matters involving significant compliance concerns, certification decisions, policy changes, or organizational risk to the Technical Director or appropriate department.

Certification Programs & Technical Implementation

- Coordinate and lead technical activities associated with standards and certification program development, maintenance, updates, exam revisions, pilot and beta testing, and implementation.
- Ensure projects are completed accurately and within established timelines.
- Contribute directly to the development and refinement of certification content, procedures and technical requirements by participating in certification SME meetings.



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- Ensure technical consistency and integrity across programs and supporting systems.
- Support technical review and analysis activities related to certification exam performance, exam maintenance, validation activities, and psychometric processes as assigned.

Technical Systems and Process Leadership

- Analyze and improve workflows, systems, and operational processes supporting certification and technical initiatives.
- Proactively identify operational issues and lead the development and execution of effective solutions.
- Drive continuous improvement efforts and lead implementation of system and process changes to ensure technical accuracy and alignment with department goals.

Technical Facilitation & Cross-Functional Collaboration

- Collaborate with standards, certification operations, compliance, and technical teams to ensure cohesive and technically sound implementation.
- Identify technical inconsistencies across certification programs, systems, and processes.
- Collaborate with appropriate departments to develop and implement improvements.
- Translate complex technical requirements into clear guidance for cross-functional teams and stakeholders.
- Engage directly with SMEs, vendors, and internal teams to inform technical decisions and ensure alignment with accreditation requirements.
- Provide technical leadership in discussions, ensuring outcomes are grounded in sound technical principles.
- Support the resolution of technical inquiries, complaints, appeals, and compliance issues in collaboration with appropriate departments.

Technical Resources & Documentation Development

- Ensure documentation is accurate, usable, and aligned with certification requirements and real-world application
- Establish and improve documentation frameworks, practices, and control processes.
- Continuously evaluate and improve the quality and accessibility of technical and operational materials.

Technical Participation & Industry Engagement

- Actively contribute as a technical participant in committees, working groups, and certification-related activities.
- Provide subject matter insight to support standards development, certification development and maintenance, and industry alignment.
- Represent BPI as a knowledgeable technical professional in meetings, conferences and industry events as assigned.

Documentation, Records, & Reporting

- Ensure technical and operational records are accurate and maintained in alignment with accreditation requirements.
- Develop and improve ways to track progress on technical work and measure system performance.
- Support audit readiness through well-organized, technically accurate documentation
- Improve reporting processes to provide meaningful insights into program performance and improvements.



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Accreditation & Compliance

- Contribute technical expertise to support ANSI standards and ANAB accreditation requirements.
- Ensure technical procedures, documentation and systems align with accreditation and quality standards.
- Identify technical gaps that may impact compliance or audit readiness.
- Work with the Technical Director and Compliance Department to develop and implement appropriate corrective actions.

Additional Responsibilities

- Perform other related duties as assigned.
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Qualifications:

To perform this job successfully, an individual must demonstrate strong technical expertise, analytical thinking, and the ability to lead system and process improvements while contributing meaningfully across programs and teams.

Education/Experience:

- Associate degree or bachelor's degree preferred; equivalent combination of education and experience will be considered.
 - Minimum of three to five years of related experience in certification programs, technical coordination, project coordination, technical operations, building science, compliance support, or related fields preferred.
 - Experience with BPI certifications, standards, technical procedures, or home performance industry activities preferred.
 - Experience participating in technical committees, certification activities, or industry working groups preferred.
 - Experience coordinating projects, timelines, workflows, or operational initiatives preferred.
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Certifications and Licenses

Candidates must hold at least one active BPI certification in one or more of the following designations:

- Building Analyst Professional
- Building Analyst Technician
- Heating Professional
- Air Conditioning and Heat Pump Professional
- Manufactured Housing Professional
- Multifamily Building Analyst

Candidates must also obtain within six months of employment:

- BPI Energy Auditor certification
- BPI Quality Control Inspector certification

Employees must maintain required certifications through recertification or continuing education requirements.

A valid driver's license is required.



Communication Skills

- Ability to read, analyze, and interpret technical standards, certification procedures, operational documentation, and industry guidance materials.
 - Ability to prepare reports, correspondence, tracking documents, technical documentation, and operational materials clearly and professionally.
 - Strong verbal communication skills with the ability to effectively communicate with staff, SMEs, contractors, vendors, committees, proctors, test centers, and industry professionals.
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Organizational Skills:

- Strong organizational, prioritization, and time-management skills.
 - Ability to coordinate multiple projects, assignments, timelines, and operational activities simultaneously.
 - Strong attention to detail and ability to maintain accurate records and documentation.
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Problem-Solving & Technical Skills:

- Ability to identify operational issues and support implementation of process improvements.
 - Ability to interpret technical information, certification procedures, and operational requirements accurately.
 - Ability to participate effectively in technical discussions and certification-related activities.
 - Strong analytical and process-oriented thinking skills.
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Computer Skills:

- Proficiency in Microsoft Office applications, including Word, Excel, Outlook, PowerPoint, and Teams.
 - Ability to learn and use certification management systems, project tracking systems, databases, document management systems, and operational software tools.
 - Experience with SharePoint, CRM systems, workflow management tools, or reporting platforms preferred.
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Work Environment:

This position is primarily remote and is generally performed from a home office environment. Employees working remotely are expected to maintain a professional and distraction-free workspace and consistently meet productivity, communication, scheduling, and performance expectations.

Employees must maintain reliable high-speed internet access and appropriate equipment to support successful job performance.

Occasional travel may be required for meetings, conferences, committee activities, training events, certification activities, or industry events.

Travel:

This position requires occasional domestic travel estimated at up to 10% of the time.



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Physical Demands:

This role primarily involves computer-based work, virtual meetings, communication activities, documentation management, technical coordination tasks, and participation in remote collaboration activities.

Occasional lifting of materials or equipment up to 10 pounds may be required.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Good people. Meaningful work. Room to make a difference.

That's what we're all about at BPI. We believe in working together, treating people well, sharing ideas, and making a positive impact. If that sounds like your kind of workplace, we might be your kind of team.