



Position Description

Job Title: Technical Programs Manager

Reports To: Technical Director

FLSA Status: Exempt

Summary:

The Technical Programs Manager is a highly technical role responsible for advancing BPI certification programs, technical initiatives, and supporting systems in alignment with ISO/IEC 17024 requirements. This position serves as a cross-functional technical leader who actively contributes to the development, implementation, and continuous improvement of standards, certification programs, technical resources, and operations processes.

This role focuses on facilitating technical knowledge, exchange across teams, supporting technical initiatives, and operational projects, identifying operational and systems-level challenges, and driving improvements to processes, tools, and documentation, while supporting the staff responsible for the day-to-day activities of managing, updating, and maintaining standards and certifications.

The Technical Programs Manager works closely with internal staff, subject matter experts (SMEs), vendors, proctors, test centers, and other industry stakeholders to ensure technical accuracy, consistency, scalability, and effectiveness across standards and certification programs.

Essential Duties and Responsibilities:

The essential duties and responsibilities include, but are not limited to, the following:

- **Supervisory Responsibilities**

- Provide day to day operational leadership, technical guidance, and workflow coordination for the Technical Team, including Technical Relations Representatives and related technical staff.
- Support workload prioritization, assignment coordination, and alignment across standards, certification, and technical review activities
- Assist with onboarding, mentoring, training coordination and development of staff
- Foster collaboration, accountability, communication, and continuous improvement across all Technical Department functions

- **Certification Programs & Technical Implementation**

- Lead technical implementation, enhancement, and maintenance of BPI standards and certification programs, including pilot and beta testing activities.
- Contribute directly to the development and refinement of certification content, procedures and technical requirements by participating in certification SME meetings
- Ensure technical consistence 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.
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- **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 misalignment across programs, systems or processes and lead corrective actions
 - Lead the creation, standardization, and ongoing maintenance of technical resources, operational guidance materials, and program documentation
 - 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 ISO/IEC 17024
 - Provide technical leadership in discussions, ensuring outcomes are grounded in sound technical principals, and support resolution of inquiries, complaints, appeals, and compliance issues
- **Technical Resources & Documentation Development**
 - Lead the creation, standardization, and ongoing maintenance of technical resources, operational guidance materials, and program documentation
 - 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 enhance 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 maintain in alignment with accreditation requirements
 - Develop and improve methods for tracking technical implementation progress and system performance
 - Support audit readiness through well-organized, technically accurate documentation
 - Enhance 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 and address technical gaps impacting compliance or audit readiness.
 - **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 may 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

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.



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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.

Position Description Acknowledgment:

I acknowledge that I have received a copy of the position description. I will read the position description and ask questions if I need additional information regarding items covered in the position description.

Name (Print)

Date

Signature