

GlobeStar Systems is a leader in integrated clinical communication. Our cornerstone product, Connexall®, is an award-winning Enterprise grade IoT platform, purpose built for the healthcare industry. Connexall® delivers a customizable suite of integration solutions to meet the unique and specific communications requirements of any organization. Connexall® services over 1,500 healthcare providers around the world, helping customers improve clinical workflow and driving better patient and staff outcomes.

Job Title: Project Manager

Type: Full Time

Start Date: Immediately

Location: USA - Remote

Job Description

Reporting to the Director of Operations, the Project Manager will be responsible for the direction, coordination, implementation, execution control and completion of projects, while remaining aligned with strategy, commitments, and goals of the organization.

Primary Responsibilities

- Define the projects scope and determine what resources are available, estimating time and financial commitment.
- Act as a leader in assigning project tasks and determining deadlines. Meet regularly, get status updates to chart progress while reallocating resources as needed.
- Monitor actual spend as compared to the planned budget including travel expenses, resource time allocations, project support and customer training.
- Consistent communications with all stakeholders reporting on progress of project.
- Take ownership of all project related activities including monitoring progress, project tasks, timelines, escalations, reallocating of resources and updates to project team
 - Adherence to Statement of Work (SOW) and creation of project related documentation such as (but not limited to) project plan, project implementation checklist, project change orders, technical design documents, project acceptance documents.
 - Implement and manage change when necessary to meet project outputs.
 - Evaluate and assess result of project.
 - Track project deliverables.

- Work with other departments i.e. R&D, Sales and Technical Support on identifying and ensuring product design or any other issues are addressed, and corrective action(s) is taken; ensuring customer satisfaction.
- Manage and schedule customer training remotely and/or onsite.
- Application implementation from concept to implementation providing overall technical vision, strategy and leadership for design
 - Assist on Project Implementations when required: actively follow through with customers and vendors to implement software.
 - Assist customers and vendors in system installations, setup, and customer configurations.
 - Follow up and assist customers and vendors to help them successfully test and implement our software solutions.

Qualifications

- Bachelor's Degree in Computer Science, Information Technology or related field
- PMP Certification from a recognized program
- Strong knowledge of Microsoft Project
- Minimum 5 – 7 years in Project Management
- Leadership, planning & organizational skills required
- Ability to effectively prioritize and execute tasks while under pressure
- English Proficiency
- Customer focussed
- Ability to interact with customers, account managers and business analysts to define the scope and content of assigned projects
- Ability to work effectively individually or within small teams in a very dynamic environment
- Ability to interact with internal and external clients for data gathering and design initiation
- Ability to provide exceptional customer service
- Able to clearly communicate technical concepts to both technical and non-technical audiences
- Healthcare industry background preferred
- Ability to travel to client sites, including local, national, and international (up to 30%).

Benefits:

- Competitive annual salary
- A rich benefits package, including medical, dental, life, long-term disability insurance, pension
- Vacation