VigiLanz

Title: Project Manager

Department: Implementation and Support

MAJOR DUTIES AND RESPONSIBILITIES:

Complex Implementation and Internal Projects
- Lead complex implementation and internal product development projects
- Collaborate with leadership, clinicians, and developers to drive project requirements and establish priority of deliverables within a given project
- Translate business needs into technical requirements as well as translate technical issues to business teams when needed for resolution
- Develop integrated Project plans using Microsoft Project for all applicable aspects of an assigned project
- Oversee process within VigiLanz to assure dates are met or project timeline is adjusted as needed. This includes reprioritization of work and escalation when needed
- With implementation efforts, initialize and facilitate discussions with clients from project initiation thru development and Go Live, acting as the escalation point for all aspects of the implementation project
- Align necessary resources to ensure issue resolution between client and VigiLanz technical and clinical teams when needed.
- Actively participate in project prioritization discussions and resource planning, based on experience with both clinical and development team.
- Assist and manage RFP and RFI processes with Sales and Marketing for efficient internal workflow

Support
- Monitor and escalate resolution of support requests to assure response times are within Service Level Agreements
- Work with leadership team on special projects for development projections, costs trends and analysis.

Other
- Assist with client resolution from sales through support

KEY SKILLS REQUIRED:

- Excellent communication skills with experience across multiple levels of an organization
- Strong analytical and business aptitudes
- Project Management – MS Project a plus
- Proficient in MS Office Excel, PowerPoint and Word
- Strong organizational skills