

Job Description
Duties and Responsibilities

Job Title: PSO Manager
Department: Professional Services
Reports To: Director PSO

A. Job Description Objective

As a key member of Professional Services Leadership Team, the PSO Manager is a management level position with direct reports that will be geographically distributed and managed remotely. The PSO Manager is responsible for ensuring an exceptional customer experience is delivered and profitability is maintained through the management and development of PSO resources, and the assurance of PSO delivery quality through the continuous improvement of PSO processes and tools. As well as having a team target, PSO managers will also have a personal billable PSO revenue target.

This will be a hybrid remote working role located in anywhere in the European Union, but close to a LabVantage office and major international airport. Candidates must have the necessary EU work permits to be considered for this role.

B. Primary Job Objectives

- **Team Management:** The PSO Manager will be responsible for leading a team of PSO professionals (BA's, PM's, SE's, Tester, Consultants) by hiring, managing, coaching, developing, mentoring their team to delivery top quality services while ensuring a safe and inclusive working environment, with a good work life balance for all. Working with HR to effectively manage day-to-day resource issues as they occur. Promoting a culture of continuous learning with self and team.
- **Operations Management:** Ownership and management of individual budgets assigned by the PSO Director. Participate in regular leadership meetings, reporting and communicating on topics such as financial performance, team progress against PSO KPI's, quality, risks, team updates, and other topics. Accurately forecast, plan, invoice and achieve monthly, quarterly and yearly targets in revenue, profitability and growth.
- **Delivery Quality Excellence:** Champion Process and Quality Excellence for PSO. Learn the necessary skills, train others, identify sources of waste, poor quality and other quality risks, log and mitigate, participate in the improvement PSO delivery quality processes and tools. Ensure that PSO Quality KPI's are continuously improving. Manage customer escalations as required.
- **Billable Services Delivery:** PSO Manager will be expected to deliver a personal and team target for billable revenue depending on their area of expertise (BA/PM/SE/Consultant) that contributes up to overall PSO Europe and company targets.
- **Internal Collaboration:** support sales in presales meetings (demos, workshops LOE review), development, marketing, HR, and support meetings as required. Represent PSO with dignity and integrity.

- **Personal Learning:** Always striving to instill a culture of continuous learning within your team and improve self for the continued growth of PSO. Typical examples would be in the attainment of foundation management and leadership skills to create high performing teams. Additionally, identifying new technologies and services that may be relevant to PSO growth and completing training courses to better quality how these opportunities can be monetized.

The table below gives the primary duties/responsibilities for this position. It shows the expected allotted time over an extended period for the areas supported by the position as well as the Description of those areas.

Rank of Importance	% Allocation	Description
1	35%	Team Management, Coaching, Mentoring, and Development
2	10%	Operations Management & Delivery Quality Excellence
3	35%	Billable Services Delivery
4	10%	Internal collaboration & Sales Support
5	10%	Personal Learning, Market Analysis, Thought Leadership

C. Job Qualifications Necessary

- A Bachelor's degree, or master's degree (B.Eng/ B.Tech/ MCA/ MSc/ BSc) in Computer Science/ Chemistry/ Pharma /Biotechnology or related discipline and 6-8 years of experience as a Business Analyst in IT industry.
- Experience in Enterprise Project Management (Agile/Waterfall/Hybrid models), DevOps, Quality Management, and/or Business Development
- Previous experience of managing remote PSO Teams (Business Analysts, PM's, Engineers, Consultants) in a Professional Services Organization.
- Excellent track record in mentoring, coaching, motivating, and developing remotely distributed teams.
- A strong technical leader who is comfortable defining and managing budgets, making data driven decisions,
- Demonstratable strengths in conflict management, negotiation, change management and expectations management.
- An adaptable and accountable professional
- Able to multi-task and work to strict deadlines
- High levels of motivation and energy
- Excellent verbal and written communication skills
- Detail and process oriented with a drive for technical quality improvement and client service delivery excellence.
- Ability to build strong relationships at all levels of the organization.
- Strong self-confidence
- Strategic thinker with good business acumen, market awareness, and problem-solving ability.
- Great interpersonal skills, works effectively with clients and team

D. Job Qualification (Preferred):

- MBA from a reputable university
- Extensive LIMS domain knowledge and experience (SE/BA/PM/Consultant)
- Extensive LIMS product expertise (LV5 through current version)
- Experience with LIMS, ELN, LIS or ERP preferable
- Technical & Process Innovation
- Ability and willingness to travel and work across Europe and internationally

To apply for this job, please send your CV/resume, with a cover letter to Lynn Irvine - Llrvine@labvantage.com