LabVantage®

Job Description
Duties and Responsibilities

Job Title: Project Manager
Department: PSO-EU
Prepared By: PSO-EU
Reports To: PSO Manager

A. Job Description Objective

Serving as primary liaison, between the company and multiple concurrent customer projects having primary responsibility for all project management tasks. This role will also encompass developing, managing, and communicating detailed project plans to ensure that tasks are completed on time, within budget, and meet or exceed client needs.

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

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	30	Develop and maintain project timelines and resources during length of project according to corporate plan. Ensures that billable projects remain on schedule and within budget. Remains aware of any potential problems and works to mitigate risks; facilitating change order procedures as needed. Monitors project deliverables and progress through continuous communication with project members.
2	30	Establish effective communication with other departments in order to ensure that projects are completed in a timely and effective manner. Interface with customer and internal project resources to convey project issues and gain status. Maintain customer satisfaction with consistent communication with all external and internal project resources.
3	25	Compile monthly invoicing reports for each assigned project and associated resources. Compile monthly project status reports and distribute to the associated customer, LV Manager and central files. Maintain constant communication with the sales team regarding the status of the implementation and the overall satisfaction of the customer. Ensure a thorough and successful hand-off of projects to support, post implementation and acceptance.
4	15	Interface with Professional Service Managers on project issues including timelines, resource allocations and project issues.

Project Manager responsibilities include the following: *This is not an exhaustive task list and other duties may be assigned as deemed appropriate or warranted by immediate manager.*

- Assist LabVantage sales team to accurately estimate and bid for projects. This may include the delivery of project estimates, Statements of Work, preliminary project plan, RACI charts, and RAID log.
- Work with the Resource Management Group and PMO to define the necessary skills and resources to procure for the project.
- Prepare all LabVantage Project Quality Planning documentation to initiate the project.
- Deliver kickoff meetings, work with client stakeholders to plan scope refinement workshops, deliver and summarise workshop outcomes, including updating and communicating risks, issues, assumptions, dependencies, project plans, and scope changes clearly to the client.
- Participate in scope change management and risk management meetings with clients to clearly outline and agree on scope, schedule, and budget changes that might be necessary. PM's should have the confidence to challenge client proposals and propose alternative/more efficient solutions when they exist.
- Monitor project delivery quality and work with LabVantage PSO/PMO Quality Manager to ensure that all quality issues and risks are clearly tracked and managed.
- Track and regularly communicate project KPI's through LV dashboards and Status Reports which should include risks, issues, backlog/task progress, variance (scope, schedule, budget), burndown charts, milestones, and estimates to completion.
- Highlight and escalate critical path risks early through the appropriate communication management plan channels.
- Process Compliance:
    - Participate in meetings (steering, technical, project) as needed and ensure that all meeting minutes are recorded, distributed, and stored in LV project library (SharePoint, Confluence)
    - Ensure that all issues are tracked in Jira, with assigned owners.
    - Ensure that all actions and decisions are recorded and tracked.
    - Work with the PMO to ensure that project governance is executed, and that all necessary documentation is present for each project and stored in LV project library (SharePoint, Confluence)
- Delivery of phase/stage/project closeout meetings for each projects ensuring that:
    - project delivery performance and KPI's are reviewed with the project stakeholders,
    - next steps clearly outlined (support, training, hypercare, CSM touchpoints, open tickets plan),
    - necessary handovers are conducted (CSM, Managed Services, client team),
    - project documentation is closed and archived,
    - LV stakeholders are informed,
    - the project team is released.

C. Job Qualifications Necessary

- Bachelors degree in Project Management, Management Information Systems, Computer Science, or related area.
- At least one of the following is also required: PMI PMP/ACP/Scrum Certification. Successful candidates will be given the necessary learning tools to address any further PM certification gaps.
- 3-5 years of experience interfacing with customers in a project management role, 2-3 years of IT project management experience.
- Understanding of Agile, Waterfall, & Scrum methodologies.
- Prior experience working with JIRA/Confluence

- Strong skills in all the following:
    - Change Management
    - Risk Management
    - Budget Management (estimation, control, Earned Value)
    - Communications Management (diligence and compliance to procedures, status reporting, escalation management)
    - Quality Management (with a focus on delivery excellence)
- Clear communicator with the confidence and ability to plan and deliver client workshops. Therefore, good documentation and time management skills are required.,
- Other desirable skills include: Client-Server application experience, Oracle and SQL Server administration, Database Design, domain knowledge of laboratory practices and experience in a programming environment.

D. Job Qualification (Preferred):

- Proficiency in English and one other European language (German, French, Spanish)
- Experience working in a Professional Services Organization as a Business Analyst or Advisory Consultant
- Project experience in Biobanking, Pharmaceutical, Biotech, QA &QC, R&D, Forensic domains

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