

Director of Professional Services

eRAD, Inc. is a medical information technology leader specializing in radiology solutions and data management. Our goal is to help healthcare providers and organizations provide better patient care, reduce costs, and strategically position themselves for continued growth in a dynamic and growing industry.

Position Overview

An eRAD Director of Professional Services is a professional responsible for understanding the strategic direction of the company and executing well defined plans focused on implementation of eRAD products, scaling, and improving the overall operations of the organization. This position requires advanced troubleshooting skills, knowledge of the eRAD platforms, the ability to effectively prioritize projects, and the ability to effectively allocate resources to projects to achieve eRAD goals. This individual must leverage exceptional relationships with internal team members as well as outside customers. This position works with customers, all teams within eRAD.

Skills Required

- Experience in implementation of Radiology software solutions
- Experience in Radiology workflows and applications
- Experience working with Project Management applications/tools
- Familiarity with healthcare application interfacing
- Strong troubleshooting and problem solving skills
- Ability to work in fast paced environment
- Familiarity with working in a CRM system to manage cases
- Ability to clearly communicate goals, concepts and processes that demonstrate the company's goals
- Ability to champion change and effectively manage the implementation of new ideas
- Effective analytical skills, verbal and written communication skills.
- Ability to motivate team members
- Ability to coordinate projects and allocate appropriate resources effectively.

Job Responsibilities

- Responsible for all aspects of the daily coordination of eRAD Professional Services team projects on a daily, weekly and monthly basis based on priority
- Ensure timely response to Professional Services requests including accurate and timely closure of all project eCM cases
- Maintain a thorough understanding all existing and pending implementation projects
- Maintain a thorough understanding of eRAD challenges and attempt to resolve obstacles or present obstacles/potential resolutions to management
- Serve as liaison between customers, eRAD team members and management or other team members
- Coordinate and/or conduct training for customers and eRAD team members
- Continuous process and workflow improvement for implementation processes.
- Monitor programs and procedures to ensure responsiveness, resolution, and customer satisfaction for implementation and upgrade issues
- Monitor caseloads and allocate work between team members
- Maintain in-depth working knowledge of eRAD systems and processes.



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- Ensure that eRAD projects, initiatives and processes are in conformity with eRAD's established policies and objectives
- Ensure projects are coordinated and followed up in detail to ensure the desired objective is accomplished in the planned timeline
- Collaborate with Sales team during demonstrations and customer workflow analyses
- Recruit qualified team members for the eRAD team, ensure tasks are appropriately designated those team members and monitor the development and maintenance of staff abilities and suitability.
- Provide appropriate training to team members
- Other duties as assigned.
- Approximately 30% travel is necessary for this role

Become a valued member of our growing company by emailing your resume to jobs@erad.com.

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