

RIS/PACS Project Manager

No organization is better positioned to lead healthcare forward than eRAD. When you join us as a Project Manager, you'll be part of a mission to make the healthcare system work better for everyone.

eRAD Project Managers work in our highly adaptable business model, on initiatives that cross business teams and operating groups. You will coordinate projects, define performance, and drive results. You'll investigate non-standard requests and problems, make presentations to customers and complete projects on time and within scope.

The Project Manager is responsible for achieving customer satisfaction by working with the Sales, Resellers, Applications and Implementation teams to provide site configurations (hardware and software), workflow suggestions and a complete project plan, as well as many other initiatives.

The Project Manager represents the entire company by assisting in customer account planning and the deployment of eRAD solutions. This deployment may be for new or existing customers and may require on-site planning sessions. The Project Manager helps surpass customer expectations by collaborating with colleagues across the company to ensure we sell and deploy the correct solutions – maintaining constant communications with the customer, Resellers, Sales, Applications and Implementation teams through email and conference calls.

The Project Manager reports directly to the Director of Professional Services.

Skills Required:

- 2+ years of healthcare project management experience
- 2+ years of experience in tracking, planning projects, working with large data sets and making data-driven analytical decisions
- Intermediate level of proficiency with MS Project and Excel

Recommended Qualifications:

- PMP Certification
- Demonstrated ability to communicate ideas clearly and concisely
- Demonstrated ability to prioritize and balance multiple priorities and projects
- Visio, PowerPoint and Excel
- Healthcare Industry experience

Job Responsibilities

- As applicable, maintain project plan with timelines, milestones and completions status; Issues Log, Enhancement List; Meeting Notes; Project Status Reports; Requirements documentation; Scope documentation; Resource Plan.
- Meet regularly with team/manager/customer to keep project milestones on track. Escalate issues accordingly to mitigate risk.
- As applicable, ensure upkeep of technical documentation such as process and data flows, technical documentation, and other relevant documents.

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- Monitor project to ensure it is within the customer's timeline.
- Encourage use of the tools eRAD supports (Slack, SmartSheets, CRM, etc.).
- When starting on a new project, leverage kick-off documentation and effectively introduce scope and/or requirements documentation to the team and customer.

Organizational Alignment:

- Reports to Director of Professional Services
- Enlists support of Sales, implementation resources, support resources and management as needed
- Closely coordinates with customers and management
- Integrates with all company team members to ensure customer satisfaction and proactive problem resolution

Environmental Job Requirements and Working Conditions:

- This position requires minimal to moderate travel
- All prospective employees must pass a background check

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