MAK-SYSTEM

INTERNATIONAL GROUP

Caring, Sharing, Developing

Job Role: Project Manager
Country: North Macedonia or Serbia or Spain
Reporting to: Program Manager

Who are we?

Founded in 1984 and headquartered in London, MAK-SYSTEM is a leading provider of healthcare software for the management of blood, plasma, tissue, and cell products. MAK-SYSTEM is a pioneer in its field, providing leading-edge software for the blood chain management process, from donation through to transfusion. The company is continuously investing in the development of software solutions to shape the healthcare of tomorrow using reliable, secured, and scalable technology. We have offices in London, Paris, Madrid, Chicago, Frankfurt, Skopje, and Belgrade (for more information, please visit www.MAK-SYSTEM.com).

MAK-SYSTEM is going through a major growth transformation looking to revolutionise the way we work and the way we serve our customers. Together we are improving our products, ways of working, and methods of delivery to serve more customers in better ways, and we're expanding our team to help us deliver that.

Who are we looking for?

MAK-SYSTEM values service delivery and put focus on delivering high quality and effective solutions across a wide range of customers. The driving force behind this excellence is the presence of skilled and dedicated project managers. We are currently searching for a highly-skilled project manager to contribute to MAK-SYSTEM's growth and help us to deliver excellent professional services to our customer. Your primary responsibility is the successful delivery of MAK-SYSTEM's advanced software solutions to our clients, while partnering with them and our internal team of experts. We need someone with strong leadership and people skills, and with the orgranisational skills required to ensure that complex projects involving multiple people and moving parts are executed effectively, on time and to budget. We are also ideally looking for someone with a strong grasp in BEC-regulated world (Blood Establishment Computer Software). You will provide day-to-day management of projects including risk management, stakeholder communications, as well as facilitate project implementation and overcome project barriers.

The motivation and energy dedicated to partner and serve our customers as well as leading our cross functional teams will contribute to the success of the projects and MAK's ongoing reputation as an effective partner to our customers.

A typical day might include:
- Define project scope, objectives and deliverables that support project goals in collaboration with customers, teams, program manage, and other stakeholders

- Define project charter & success criteria and disseminate them to involve parties throughout project life cycle
- Develop comprehensive project plans and associated communications documents based on best practices
- Coach, mentor, motivate and supervise project team members and contractors, and lead, prioritise and support them to take the actions needed to deliver
- Plan, identify, assign, and monitor, the manpower needed to deliver projects efficiently and deliver high quality outputs on time and to budget
- Build, develop, and grow the business relationships needed for the success of the project and beyond
- Monitor and drive project progress and, when necessary, adapt scope, timelines, and costs to ensure that the project team delivers a satisfactory result to the customer
- Proactively and collaboratively manage changes in project scope, identify and address potential issues well ahead of time, and ensure contingency plans are in place for when things go wrong
- Maintain project timeframes, budgeting estimates and status reports
- Conduct project postmortems, and identify and implement improvements to make things better next time
- Learning and using MAK-SYSTEM's technologies, processes and implementation tools

Your key relationships will be:
- Customer Success Director
- Customer Program Manager
- Project coordinator
- Solution architects
- Trainers
- Integration Manager
- Development manager

This job might be for you if you:
- Have strong and natural leadership
- Have excellent communication, interpersonal and negotiation skills
- Have excellent written, oral, and presentation skills in English
- Have the autonomy required and capacity to work within a worldwide team
- Have problem-solving skills and ability to find innovative ways to resolve them
- Enjoy and are comfortable working with customers and colleagues at all levels and from a variety of cultures and backgrounds
- Are a strong team player, with good critical thinking skills
- Have a good knowledge of budgeting and resource allocation procedures
- Enjoy improving how things are done, as well as making sure they get done
- Care passionately about ensuring the safety of our customers' patients
- Are curious and enjoying working with different nationalities and cultures

You will have:
- 3+ years experience in project management, preferably in IT Healthcare industry
- Proficiency with Microsoft Office, including Microsoft Word, Excel, PowerPoint, etc. to perform critical job functions, trending, reporting metrics etc.;

- Exceptional leadership, time management, facilitation, and organizational skills
- Knowledge of various project management methodologies (e.g., agile/scrum)
- Cost and risk management skills
- Flexibility to travel onsite based on customer request

You may have (nice to have but not essential):
- Bachelor's degree in Business Administration, MIS, Computer Science or equivalent
- Project-Management Professional (PMP) certification- Project Management Institute
- Knowledge of MAK-System software products, or similar blood management software

If you are interested, please send your application at: jobs.mk@mak-system.net; D.Kiprijanovska@mak-system.net