



Implementation Manager, NA

Location: North America

Lifetrack Medical Systems is a Singapore headquartered health-tech company that has developed and deployed the first scalable, distributed medical imaging software designed for affordable access in emerging markets. Our LifeSys™ platform is used by large healthcare chains, public health systems, and radiology group practices to scale their radiology operations seamlessly, without the pain or cost of legacy medical imaging software. LifeSys™ is now serving hundreds of thousands of patients annually across Southeast Asia, South Asia, Africa, the United Kingdom, and the United States.

Lifetrack's mission is to build simple, elegant, powerful, and intuitive software platforms for the entire healthcare ecosystem, starting in medical imaging in emerging markets, where the needs are greatest, and the resources are scarcest.

Core Responsibilities

The Implementation Manager is responsible to oversee the successful completion of project and deployment and perform the following functions:

1. **Create implementation/deployment project plan, schedule and timeline.**
 - Serve as the main point of contact for clients for the project implementation
 - Ensuring timely execution of deployment activities assigned to contribute to the timely deployment of solutions for closed contracts
 - Tracking roadblocks, troubleshooting and maintenance
 - Ensure smooth transition from sales to implementation to operations
 - Deliver end user training to clients, which may include technical personnel, administrative staff, healthcare staff
2. **Support the deployment and growth team by assisting in pre-contracting activities that ensure solid foundations for full implementation by:**
 - Assist in technical documentation, workflow and client architect designs
 - Develop a deep understanding of our customers' business and operational objectives
 - Provide technical demonstration of product
 - Become an expert in Lifetrack products and capabilities
3. **Organize and host project management calls with cross functional work groups to ensure project requirement meets the customer's expectations**

- Assisting in the provision of timely customer support to drive seamless and high advocacy customer experience
 - Assisting in the coordination of issue resolution with other teams as needed
 - Serve as liaison among all stakeholders
 - Maintain a good track record of managing multiple projects under tight deadlines
 - Create and maintain the required documentation for each Onboarding project
 - Leverage feedback for continuous improvement to the onboarding process
4. Support the company by performing other tasks as assigned by the Supervisor.

Candidate Requirements

Professional qualifications and skills:

- Proven experience in project management
- Manage implementation in healthcare-related software like RIS, PACS, HIS
- Strong attention to details and multi-tasking skills
- Good interpersonal and communication skills

Operating Principles

Purpose-driven. We are looking for individuals who are aligned with our mission and are motivated by working on healthcare technology that can positively impact millions of lives around the world.

Do it right, from the start. We believe in starting from first principles and putting in the hard work now to avoid more work down the future. Our LifeSys™ platform, built from the ground up, reflects this.

Radical transparency. We want our people to keep growing and improving. Receiving and giving feedback is critical for this. We expect people to be upfront, open and willing to learn from each other.

Crush the bottlenecks. We are always focused on the critical path to achieving results. We expect our members to be relentlessly efficient in clearing the obstacles to this critical path.

Going the extra mile. We like and reward team members who are not only good at their jobs, but will raise their hand and propose projects or solutions that help take Lifetrack forward.