

Job Description

Project Delivery Lead

Job Summary

Strategikon Pharma is the developer of Clinical Maestro® – a clinical business operations end-to-end technology solution. Uniquely positioned in the market, Clinical Maestro is an elegant and disruptive solution designed to drive efficiencies and intelligence into business operations processes by leveraging modern, collaborative cloud-based

technology and automated workflows. With little to no direct competition in the market, Clinical Maestro is poised for exceptional growth through the digital transformation of key clinical trial business processes at both Sponsors and Providers. Strategikon Pharma is headquartered in San Rafael, CA with an entirely remote staff of roughly 25 individuals based in San Francisco, Boston, NC, Montreal, Bucharest and Lisbon.

As a member of Project Delivery (PD) team, the PD Lead will serve as a primary point of contact and subject matter expert in Clinical Maestro implementations and ongoing support. The preferred candidate should be able to quickly achieve high proficiency with the system and be adept at training and supporting clients in the use of Clinical Maestro. With large-scale implementations, the PD Lead will drive project management activities to ensure successful delivery. They will have a customer-focused, flexible attitude and proactively work with internal and external stakeholders, with an overarching goal of clients' high satisfaction with Clinical Maestro products and experiences. This is a hands-on individual contributor role, reporting to Senior Director, Project Delivery.

Responsibilities and Duties

- Provide account management and implementation support for assigned accounts, including onboarding, training, system gap analysis & configuration, and ongoing support; maintain continuous communication and user engagement
- Identify and highlight significant events, risks, and opportunities to improve and expand client experience
- Strive to maintain a target 80% renewal rate
- Drive project management of complex accounts and custom implementations, utilizing PD team processes and tools and ensuring effective cross-functional collaboration with BD, Product, and other teams
- Create and update training materials (manuals, videos, etc.) in support of new product releases, new products, and as needed

- Proactively communicate client feedback to Product team and participate in product improvement discussions as appropriate
- Provide SME expertise in support of BD efforts (product demonstrations, study builds, etc.)
- Participate in PD Team and Strategikon special projects and initiatives

Qualifications and Skills

- Bachelor's degree in business, science or allied area is required; Master's degree preferred
- 5+ years of relevant experience; CRO or Sponsor experience preferred in positions related to Proposal Management, Pricing, Commercial/R&D Finance or Clinical Outsourcing/R&D procurement/Vendor management
- Strong project management skills, change management experience, and ability to bring multiple stakeholders together; PMP is a plus
- Experience in a customer service environment; pharma & biotech is a plus
- Experience with system implementations and working with internal development teams is a plus
- Ability to work in a fast-paced, remote-based environment across multiple cultures and time zones
- Strong customer-centric approach, being able to represent the voice of the company as well as the customer
- Ability to work independently and show initiative
- Strong written and verbal communication skills
- Ability to identify and drive efficiencies in processes and systems
- Collaborative team player with a positive mindset