

*Pinnacle 21 is an established clinical trial technology company that builds software to streamline the drug approval process, bringing life-saving medicines to patients faster.*

## Project Manager, Implementation

Pinnacle 21 is a Philadelphia-based, established clinical technology industry leader in software and services for managing clinical trial data standards compliance, clinical data quality, and health authority submission readiness. P21 works with the PMDA, FDA, and global pharmaceutical sponsors and clinical research organizations to implement and support a go-to platform to validate clinical data in effort to help revolutionize the speed and efficiency of the Review Process. We are focused on ensuring continued compliance and data fitness for our clients.

**Work that matters** Our teams work with the life sciences industry to streamline the drug approval process, bringing life-saving medicines to patients that need them. We need to ensure everyone is informed, educated, and in sync to allow for a seamless and collaborative work experience.

**Work autonomously** Enjoy an autonomous environment, where we'll support your continuous improvement and foster your capabilities to manage ownership of multiple areas and projects in order to continually grow your skillset.

**Global footprint** We support a community of users from countries across the world that widely regard our software as the industry standard for clinical submission preparation.

### What you'll be doing

As an Implementation Manager at P21, you will own the overall success of technical implementation across our customer base, manage initial implementation/upgrade/Web Services/SSO projects and support other functions as necessary (e.g. Customer Success, Sales, Support, SMEs and Product Management). This person will also manage the client operationally after the implementation cycle is complete. You'll be expected to be a self-motivated and dedicated project manager with a desire to exceed customer expectations.

- Proactively drive the software implementation process and work with internal/external teams from planning to execution
- Support all work streams associated with product implementation
- Document all meetings and interactions with customers
- Train, define, and document client-specific configurations
- Coordinate and maintain ongoing support relationship with customers post-implementation
- Liaise between Product Development and customers to influence product roadmap
- Troubleshoot customer's issues related to implementation and develop workarounds, if necessary
- Provide Admin user training
- Document best practices in implementation and upgrade to ensure efficiency and continuously improve customer experience
- Project manage custom upgrades, including ensuring all custom specifications work properly (e.g. adapters, WebServices, SSO, etc)

## What we're looking for

### Must

- Minimum of 5 years experience within Project Management
- Experience working within life science industry and knowledge of clinical trial and regulatory submission processes
- Track record of delivery in SaaS environment (specifically with top industry clients)
- Excellent interpersonal, communication, writing, presentation, and facilitation skills with ability to align and motivate teams to deliver
- Anticipate and resolve issues independently with the understanding of when to seek assistance
- Strong attention to detail, organization and time management skills
- Ability to work as a team player with multi-disciplinary project teams
- Willing and able to travel (less than 10%)

### A bit about us

Pinnacle 21 is an established clinical technology company making a big impact on regulatory review processes. Our flagship software provides the biopharmaceutical industry with the key to a fast, efficient drug review process. It's this technology that drives FDA's 21st Century



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Review Initiative, ensuring that submission data is compliant, useful and ready for review — which enables a more efficient review process. Our Great Place to Work certified workplace is constantly looking for new, motivated team members to come help us revolutionize clinical trials.