



Job Description

Position: Technical Project Manager

Duration: 12-month Industrial Placement

Location: Leeds

Salary: £300 per week

Starting Date: July 2019

About X-Lab

X-Lab Ltd are based in Leeds and are changing healthcare with intelligent software solutions. Formed in 2006 by staff and students from the University of Leeds, our company has built a national reputation for successfully delivering ground breaking digital health within the UK NHS, the private sector and on an international scale. Our innovations focus on designing digital solutions that transform healthcare through challenging the way its providers think and work.

The drive to build digital technologies that will transform healthcare runs through the heart of X-Lab's company ethos. While many of our staff join us from the University of Leeds, our multi-disciplinary team have varying professional and academic backgrounds and share a common passion for improving healthcare through the development of more efficient, safe and cost-effective solutions.

At X-Lab, our team are our most important asset and the success of our solutions arises from the passion, determination and skill-sharing of our diverse staff. X-Lab looks for enthusiastic, self-motivated and organised candidates to fill our roles. Regardless of what position you are applying for, our team is made up of keen problem-solvers who are willing to learn new skills and push their limits. Communication is key between individuals and areas of the company to ensure that our solutions are progressing to their highest potential, our customers are looked after and that our team are happy.

Our office environment cultivates a strong sense of team-work and, in return, we want members of the X-Lab team to hold a strong sense of accountability to their colleagues, customers and the company. X-Lab has a relaxed office environment and productive atmosphere. From table-football tournaments to regular socials, we offer a stress-free setting for making our important work a reality.

About the Role

As a Technical Project Manager, you will be responsible for a number of our client projects concerning the deployment of our main software product, NPEx (The National Pathology Exchange). You are not required to know in-depth detail regarding NPEx upon interview as training will be provided upon successful application.

Within this role you can expect to be exposed to both technical aspects, as well as client facing situations. Your job is to guide our clients through their deployment from start to finish which comprises the following stages: Assisted VPN setup, NPEx Training, Pipeline Testing and Final Testing. Often unique circumstances do arise within projects and you will be required to communicate any technical issues back and forth between our clients and internal developers.



Primary Roles

- To carry out and manage the implementation process with each client that is deploying The National Pathology Exchange
- Act as the point of escalation for any issues raised during deployment and utilise escalation processes to see issues through to resolution
- Effective management of all client communications through various mediums such as: email, telephone, teleconference and onsite visits
- Assisting in resource allocation, scheduling and project monitoring to ensure delivery against the schedule
- Devise and manage system demonstrations and training sessions for new and existing customer either face-to-face or remotely
- You will be occasionally required to visit potential customers throughout the UK to promote the products and services provided by X-Lab

Secondary Roles

In addition to fulfilling their primary roles, the successful candidate can expect to assist with the following:

Customer Support

- Assist with the provision of first line support for client queries and issues
- Diagnosing and resolving system issues– managing these through to completion and ensuring excellent communication is maintained with the client

About You

The successful candidate will currently be studying towards an undergraduate degree in Computer Science, Information Technology or other STEM degree if the candidate has an expressed interest in Computing. We would expect for said candidate to be on target to achieve a final grade of 2:1 or above and possess various of the following interpersonal skills:

Essential

- Excellent communication skills and strong problem-solving abilities
- Ability to function as part of a team
- Organised and able to prioritise workloads
- Have a strong sense of accountability
- Willingness to travel

Desirable

- Presentation skills
- Relevant work experience

Benefits

- Flexible working hours after the probationary period
- Regular social events

Application Instructions: If you are interested in the Technical Project Manager role, please email your CV with a covering letter to careers@x-labsystems.co.uk by **25th January 2019**.