

Customer Project Manager

Company:	Marlink
Business Unit:	IoT & Digital
Department:	Product & Project Management
Manager:	Patrick Decool
Location:	Any Marlink European office (Paris, Den Haag, Hamburg, Oslo, Toulouse, Rome)
Type:	Full Time

Job Description

Main Mission

The manager's main mission is to conduct advanced IoT projects with our key customers, helping our clients to operate their assets smarter and greener, as well as accelerating Marlink's ambition to become a major digitization supporter in the Maritime industry.

As part of the IoT & Digital business unit, the manager will be responsible for orchestrating complex and challenging IoT projects with our clients coming from different market segments (containers, tankers, cruises, ferries, ...). He/she will be designing the scopes of each customer project, interacting with all necessary stakeholders and turn each opportunity into execution.

The candidate shall demonstrate excellent project management skills, be able to interact professionally with variety of stakeholders (Marlink department managers, customer's managers, vendors / partners), and feel very comfortable in coordinating all activities in English.

He/she shall be passionate about innovation, and be familiar with ICT & IoT technologies, have worked in similar positions, working closely with customers, as well as bring some maritime experience if possible.

Main Activities

The manager's main activities will be:

- Act as a transversal expert of the Marlink's Maritime IoT product portfolio
- Work closely with colleagues in the product & project team to share ideas and suggest service evolution and improvements
- Acquire product, process, and market knowledge within the maritime industry to identify opportunities in IoT and Operation Technologies (OT) services
- Support sales forces during qualification and on-boarding of the customer projects
- Co-create & design solutions in close relation with Marlink's key customer and their commercial / technical staff
- Propose proof-of-concepts or run pilot projects, and take end-to-end ownership on these projects
- Draft project proposals, establish project plans, create work streams, design high-level technical architecture diagrams
- Setup multi-disciplinary project teams, coordinate and animate a network of stakeholders (engineering, IT, customer support, billing...) to deliver the targeted services, with focus on delivering at costs, on quality & on time
- Communicate effectively and regularly on roadmap / progress, issues & challenges to internal stakeholders with a solution-driven approach to overcome them
- Coordinate large service deployments
- Monitor customers' satisfaction and the delivered service quality



Required Qualification & Skills

Education / Qualification

- University master or similar degrees, at least 5 years' experience in ICT industry
- Ideally with industrial / maritime manufacturer background
- Professional records in IoT projects / services, engaging with customers
- Good understanding of maritime industry challenges & digital transformation as a plus
- Professional records in project management
- Excellent MS office tools skills, in particular PowerPoint, Excel & Visio
- Excellent & oral and written communication skills in English

Personal Qualities / Attitude / Competences

- Team-player, trustful and reliable
- Passionate by technology and innovations, driven by technical & commercial disruptive challenges
- Self-motivated, creative with a high-level of energy, excellent interpersonal, organizational, communication and leadership skills
- Ability to drive teammates with various background and level of seniority, and geographically distributed
- Excellent problem-solving abilities, result-focused with ability to work under strong pressure
- Ability to structure complex information, plan, prioritize, delegate tasks, and focus on deliverables
- Willingness & readiness to travel in relation to work activities

Please send your cv and motivation by email to: hr@marlink.com