



dacadoo is a very successful and fast-growing IT company with headquarters in the city of Zurich as well as subsidiaries in the North America, Japan and Australia. The company operates worldwide and promotes digital transformation in healthcare with its lifestyle solutions. The corporate goal is to strengthen health and well-being through active engagement and artificial intelligence.

To grow our North America team located in Toronto we are looking for a...

Technical Account Manager / Project Manager

Your Role

- Responsible for technical delivery and organizational leadership of customer relationships and projects
- IT Project definition, initiation, planning and execution
- Analyze business needs and translate to business requirements that address customer ambitions
- Act as internal advocate for your customers, work together with Scrum PO (Product Owner) and Core Team to resolve roadblocks
- Technical day-to-day oversight of customer portfolios
- Collaborate with the Product Owner for customer requirements, planning and deployment of products
- Provide consultancy and training services related to the product portfolio offered (Applications, Tools, API), continuously stay up to date on an ever-changing product set
- Coordinate releases of new features with existing customers
- Work together with application support to troubleshoot technical issues and resolve them in a timely fashion
- Ensure that provided services and delivery standards are met
- Meaningfully contribute to ongoing process improvement within the company
- Work closely with Lead Client Manager (Sales) to support existing clients
- Work closely with Sales to support technical reviews of prospects

Your Profile

- Technical or Business degree with IT/Software/Technical experience
- Several years experience with external customer facing roles
- Comfortable presenting to and influencing an executive level audience
- Exhibits strong customer empathy and acts with urgency to resolve business impacting issues
- 5+ years of experience in project management, certified project manager
- Experience in requirements engineering and proven analytical skills
- An understanding of what drives user engagement in digital health interactions
- Experience with Service Operations as well as agile techniques
- Strong team player with exceptional interpersonal and communication skills
- Strong organizational, follow-up, time management and administration skills
- High level of flexibility, able to juggle multiple priorities and work under pressure

- Working experience with Jira and other Atlassian productivity tools
- Fluent in English, further languages would be advantageous

What we offer

- A gender-inclusive multicultural and international working environment
- Opportunity to work from home
- Open corporate culture with a lot of personal responsibility
- A team that cares about and supports each other and likes to have fun!
- Opportunity to work on a cutting edge, market recognized digital health engagement product suite

Pius Hefti, HR Manager looks forward to receiving your complete application to careers@dacadoo.com