

General Manager And Vp

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Company: Intelerad Medical Systems

Location: Australia

Category: other-general

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Company Description

Become part of our growing community of bright, motivated people who are dedicated and inspired by what they do best. Principled, honest, and supremely attentive are qualities that set us apart and guide our decisions, every day. Our creative approach to technology continuously breaks new ground so that our customers can do more. Over the last 17 years, Intelerad has grown into a leader of the medical imaging software industry. We take pride in being a world-class healthcare solutions company with more than 300 employees and over 1000 customer sites. Today, our distributed solutions play a vital role in the delivery of healthcare across 11 time zones, 3 continents, and counting

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the delivery of healthcare across 11 time zones, 3 continents, and counting

We are Intelerad. Join us if you care to make a difference in healthcare.

Job Description

Position Summary:

Intelerad is seeking a dynamic, results-driven leader for its Oceania Division, which encompasses operations in Australia and New Zealand. The GM will play a critical role in enhancing customer satisfaction and managing the Profit and Loss (PnL) aspects of the division. This position involves both direct managerial authority (solid line) over certain functions and functional (dotted-line) authority over others, requiring a leader who can navigate complex structures and influence cross-functional teams.

Although the reporting responsibilities will evolve as the position dictates, the GM initially is expected to have direct responsibility for: Professional Services, Customer Success, Support and SRE. Dotted line responsibilities include: all growth engine functions, sales engineering and sales.

Key Responsibilities:

PnL Management: Oversee the full Profit and Loss responsibilities for the Oceania Division, ensuring financial targets and other agreed-upon metrics are met in the short and long term. **Customer Satisfaction:** Lead the strategy and execution for improved customer satisfaction, ensuring the delivery of high-quality services and support throughout the customer journey. **Team Leadership:** Directly manage certain functional areas of the business, while exerting functional influence over other departments to align with the division's goals. **Strategic Planning:** Develop and implement comprehensive business strategies that ensure the competitiveness and profitability of the Oceania Division. **Cross-Functional Collaboration:** Work closely with other departments, facilitating collaboration and driving cohesive action toward shared objectives. **Performance Metrics:** Establish, monitor, and report on key performance indicators, adjusting strategies as necessary to improve business performance. **Market Analysis:** Continuously analyze market trends, competitive landscape, and customer feedback, adjusting the business plan as necessary to staying abreast of market, competition, customer feedback, and incorporating those outside-in viewpoints to strengthen delivery and PnL performance in Oceania. **Relationship Management:** Build and maintain strong relationships with key clients, stakeholders, and internal teams to foster collaboration and customer loyalty. **Talent Development:** Identify and nurture talent within the division, with an emphasis on continuous professional development

and performance recognition. Internal positioning and advocacy: Serve as the voice of Oceania to the ELT and other elements of the global organization.

Qualifications

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Proven experience in a general management role or similar senior leadership position.

Strong understanding of the Oceania market and experience in supporting health system clients in the region. Demonstrated ability to manage Profit and Loss within a complex business environment. Exceptional leadership skills with the ability to direct and influence teams with both solid-line and dotted-line relationships. Proven track record of improving customer satisfaction and business performance in Australia or New Zealand for US or European-based technology companies. Excellent analytical, strategic planning, and execution skills. Strong interpersonal skills and adept at relationship management.

Commitment to fostering an inclusive and performance-driven culture. Experience with North America or European based firms is a plus. Bachelor's degree or equivalent.

Additional Information

Excellent customer service skills Excellent problem solving & analytical ability Displays high attention to problem description, detail, and impact Ability to work under pressure REMOTE & HYBRID WORKING ARRANGEMENT

Seniority level Seniority level Entry level Employment type Employment type Full-time Job function Job function Information Technology Industries Medical Device Referrals increase your chances of interviewing at Intelrad Medical Systems by 2x

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