



Director, Application Services

About MaxCyte:

MaxCyte is a leading provider of cell-engineering platform technologies to advance innovative cell-based research, development, and commercialization of next-generation cell therapies. The company's existing customer base ranges from large biopharmaceutical companies — including 20 of the top 25 pharmaceutical companies based on 2020 global revenue — to hundreds of biotechnology companies and academic translational research centers. MaxCyte has granted 16 strategic platform licenses to commercial cell therapy developers that allow for more than 95 clinical programs. Founded in 1998, MaxCyte is headquartered in Gaithersburg, Maryland, US.

Job Summary:

The Director, Application Services is responsible for planning, directing, and communicating projects and operational activities related to enterprise systems development, IT compliance, business process mapping, data governance and data integration in support of MaxCyte's business goals.

Job Duties:

- Responsible for day-to-day activities related to operations of enterprise integration platform and JIRA configuration control environment. Manage issue identification, mitigation, and escalations to ensure appropriate parties are involved for accurate and timely resolution.
- Responsible for utilizing internal and external resources to drive development and management within the integration platform.
- Collaborate with IT resources, consultants, and business units to implement rigorous best practices for user administration, configuration change control, and testing protocols to ensure IT General Controls (ITGC) compliance.
- Apply strong data quality control and data management skills to develop a robust data governance program for the company to lay a foundation for future maturation of data analytics capabilities.
- Develop and execute project plans to improve data quality and provide requirements to inform enterprise system enhancements.
- Perform data analysis, profiling, data mapping, including creating business rules for data integration processes.

- Apply best-practice technical project management skills to support and lead cross functional projects in ERP, HR, Integration, Analytics and CRM systems.
- Provide technical project and operations management expertise working with customer managers, key decision makers and internal team members to manage continuous process improvements
- identify and assess the appropriate emerging technology trends and their strategic relevance to the businesses; influence business leaders regarding business process reengineering and modernization
- Champion the adoption and maturity of Agile practices within application owners in IT and business units
- Drive accountability across all delivery teams for optimizing the cost, risk, and value of investments throughout the life cycle of the vendor solutions

Job Requirements:

- Bachelors in Business, Computer Science, or Engineering preferred
- 5-10 years of experience managing enterprise SaaS applications
- Experience managing complex technical projects, leading a combination of internal and consulting resources
- Must have experience with data analysis, data profiling, and data mapping, including creating business rules and data transformation (ETL) processes
- Excellent technical documentation skills (business process mapping, technical designs, integration mapping, test scripts, API documentation).
- Demonstrated customer-service / business partner mentality with a track record of building strong, trusting, and collaborative relationships.
- A track record of managing and prioritizing multiple projects across multiple technology platforms and business functions to ensure successful completion and issue resolution on-time and on-budget.
- Experience working with remote teams both business and IT across multiple geographies
- Knowledge of emerging trends and developments in PaaS, SaaS, iOS/ Android app APIs, cloud, AI, machine learning and other digital technologies

Core Competencies

- Analytical Thinking (Advanced): Identifies current or future problems or opportunities, analyzes, synthesizes, and compares information to understand issues, identifies cause/effect relationships and explores alternative solutions to

support sound decision making.

- Facilitation (Advanced): Uses and adjusts style and technique to assist group process and understanding.
- Communication (Advanced): Demonstrates effective verbal, written, and listening communication skills.
- Teamwork (Advanced): Works together in situations when actions are interdependent, and a team is mutually responsible to produce a result.
- Relationship Management (Advanced): Seeks out, builds, fosters, and maintains productive relationships, networks, or alliances to meet goals and achieve results.
- Change Management / Resilience (Advanced): Remains energized and focused in the face of ambiguity, change or strenuous demands.

MaxCyte, Inc. is an equal opportunity employer. To apply, please send your resume and/or cover letter to careers@maxcyte.com. Please reference **Director, Application Services** in the subject line.