

# JOB DESCRIPTION



Company: 2e Systems GmbH  
Web: <https://www.2e-systems.com/>  
Job title: Client Project Manager  
Type of Employment: Full Time Employment

## Client Project Manager – Frankfurt and Zagreb

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2e Systems is seeking a driven and enthusiastic Client Project Manager to join our global Project Management team.

2e Systems is a highly versatile computer engineering and development company specializing in online booking, e-commerce, mobile and communication solutions for the airline and travel industry; we develop and operate critical systems for airline customers worldwide. Our head office is in the Frankfurt area (Bad Soden am Taunus), our Client Project Management team is central to our success and we are looking for the right candidate to join our team in our Frankfurt and Zagreb offices.

### Job description

Our Client Project Managers within 2e Systems are the link between our Clients and our internal teams and are responsible for overseeing the success of projects and ensuring the delivery of quality software for both new and existing customers: in scope, on time and within budget.

Client Project Managers are responsible for developing and managing a project plan for our customers, defining as roadmap of expected deliverables and managing the Client relationship and expectations.

Client Projects Managers are required to communicate regularly in a professional and structured manner with both our Clients and our internal teams. They are also responsible for supporting the management of company resources, so efficient planning is key to the role. Safeguarding Client satisfaction through effective project management will build relationships, trust and belief in our capabilities which in turn will support 2e Systems in our retention of Clients and continued growth objectives.

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## Main tasks of the position

A key function for Project Managers is to oversee and coordinate the customer's requirements into a project plan for 3/6/12 months (depending on the customer) and ensure all stakeholders are aware of the status of the project and plans. Project Managers are expected to coordinate and lead the planning and implementation of projects with our Clients by:

- Understanding the scope of work and deliverables in a project
- defining the project tasks and communicating the resource requirements to achieve the objectives
- ensuring each stage of the project is progressing on time, within scope, on budget and to a high quality
- understanding the service level commitments to our Clients
- communicating with our Clients and liaising with all stakeholders in the project, including external third-party suppliers
- working closely with the internal teams to identify and mitigate possible risks
- tracking project deliverables using appropriate tools
- supporting the Head of Project Management in project planning, implementation and continuing support and quality assurance of our client projects
- work closely with Account Managers to identify opportunities for new development with existing customers
- Project Managers will lead release planning in partnership with Clients and internal teams
- facilitate workshops and face to face Client meetings to define project scope, goals and deliverables
- accurately collect, define and refine Client requirements
- prepare quotations for Clients
- manage Client complaints and find resolutions to complaints
- co-ordinate and organize training for customers, including training for new Clients or existing customers
- ensure project documentation, including project plan, project status, software versions, and other documentation is retained and updated

## Skills & Qualities

- possess excellent communication, negotiation skills and organizational skills
- be solution-oriented and Client focused
- be able to travel from time to time for Client meetings
- be a team player
- present a professional image representative of the company
- provide structure in project planning processes, releases and communication, while maintaining flexibility to accommodate changing internal and Client needs
- be able to manage and lead cross functional teams
- have a demonstrated ability to build and manage trusting relationships with internal and external stakeholders

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- have confidence in managing negotiations with Clients and third parties
- have strong decision-making abilities
- be aware of and sensitive to cultural differences
- have excellent spoken and written English skills

## What we offer

- work in the interesting and dynamic airline industry
- a competitive salary and package
- we are strongly international and offer cooperation with colleagues and Clients globally, including opportunities for international travel
- you will work with engaged and highly competent colleagues, in independent teams with high levels of autonomy
- we have an informal and friendly environment with many exciting professional and technical challenges

## About 2e Systems

2e Systems was established in Germany in 2000, we now have offices in Croatia, Ireland, the UK, the US, and Australia. We use many of the latest open source frameworks and technologies to build stable and high-quality products.

We provide airlines with internet and mobile solutions for booking flights, check-in, notifications, and crew management. Customers include airlines such as Lufthansa, Austrian Airlines, Swiss Airlines, airBaltic, Croatia Airlines and JetBlue.

## How to apply

If you would like to be part of our success and are looking for a challenging job working with a team of experienced service professionals, we welcome your application!

Please send your application to: [jobs@2e-systems.com](mailto:jobs@2e-systems.com)

And paying attention to the following points:

- Your CV must be in English
- Please include a brief cover letter explaining why you are an excellent fit for the job and which locations you would like to be considered for

If you require help / sponsorship to work in your preferred location, please state this clearly. We hope you understand that we will not respond to applications which do not meet these minimum criteria.

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## Address

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