



Join Our Team!

About Us

BlueBird iT Solutions Inc. is a dynamic and rapidly growing IT support company specializing in healthcare IT. Recognized by Canadian Business and Maclean's as one of Canada's Fastest-Growing IT Companies, we serve a diverse range of clients from single physician offices to major institutions like Sunnybrook Hospital. Our commitment to excellence and innovation makes us a trusted partner in the healthcare industry across Canada.

Working With Us

At BlueBird IT Solutions Inc., our team members are family. We believe in you! We recognize that our team's success is driven by your dedication and talent. We are committed to creating an environment where you feel valued and supported, fostering a strong sense of belonging within our family. BlueBird is not just a workplace; it's a community where we nurture your career and personal growth. As a growing company, we offer numerous opportunities for you to learn, grow, and carve out new career paths.

Perks & Benefits

We understand the importance of your well-being. At BlueBird, we ensure that your physical, financial, and emotional needs are well taken care of. We know that the better we equip you to succeed in your career and life, the more energy and intensity you can bring to your day-to-day work. Our comprehensive benefits package includes:

- Competitive salary, performance-based bonus, & profit-sharing plan
- Comprehensive health, dental, and vision insurance
- Professional development opportunities and continuous learning
- A supportive and collaborative work environment
- Team building activities
- Gym membership

Position: Project Manager

Location . . .

BlueBird iT Head Quarters, North York, ON

About the Position . . .

We are seeking a dynamic and well-organized professional to join our team as a Project Manager for IT Implementation projects. At BlueBird IT Solutions, the Project Manager ensures a seamless and warm handoff from the Sales team, taking ownership of client projects with care and precision. This transition is built on a transfer of trust, as the Project Manager fulfills the promises made during the sales process while coordinating every aspect of the implementation to deliver fast, friendly, and efficient service.

This role is a critical point where we showcase BlueBird IT's excellence in customer service, turning expectations into results. By managing the project to completion and ensuring a smooth transfer to the Support Team, the Project Manager lays the foundation for long-term client success, reinforcing the trust and confidence clients place in us.

Key Responsibilities

Client Relationship Management

- Act as the primary point of contact for clients throughout the project lifecycle.
- Build and maintain trust by addressing client concerns, providing regular updates, and ensuring alignment with their expectations.

Project Planning and Coordination

- Conduct a comprehensive discovery to identify project requirements, timelines, and resource needs.
- Develop detailed project plans, including scope, milestones, schedules, and budgets.
- Coordinate with internal teams, vendors, and stakeholders to align resources and ensure project readiness.

Team Coordination

- Collaborate with technical teams, Field Services, and Deployment teams to ensure smooth execution.
- Assign tasks to team members, ensuring roles and responsibilities are clearly defined and communicated.

Resource and Inventory Management

- Assess inventory needs and ensure necessary materials are procured and available for the project.
- Manage procurement processes, including submitting purchase orders and tracking vendor deliveries.

Risk and Issue Management

- Identify potential risks and proactively develop mitigation strategies.
- Address challenges and delays in real time, ensuring minimal disruption to project timelines.

- Keep clients informed of issues and solutions to maintain transparency and trust.

Execution and Quality Assurance

- Ensure projects are executed on time, within scope, and on budget.
- Monitor progress and ensure quality standards are met at every stage of the project.
- Conduct post-implementation reviews to identify areas for improvement.

Documentation and Reporting

- Maintain comprehensive project documentation, including plans, agreements, progress reports, and billing details.
- Provide regular updates to internal stakeholders and clients, ensuring clear communication of status and outcomes.

Financial Oversight

- Track project costs and manage budgets effectively to avoid overruns.
- Ensure accurate billing for services and materials used during the project.

Handoff and Client Satisfaction

- Facilitate a seamless handoff to the Support Team upon project completion.
- Follow up with clients to ensure satisfaction and address any concerns post-project.

Required Qualifications

- Certification in Project Management (e.g., PMP, PRINCE2, or equivalent).
- Bachelor's degree in IT, Computer Science, Business Administration, or a related field.
- At least 2-3 years of project management experience, preferably in the IT or MSP industry.
- Proven experience managing IT implementation projects, including coordinating cross-functional teams.
- Strong understanding of IT infrastructure, cloud solutions, and managed services.
- Familiarity with PSA tools, ticketing systems, or project management software (e.g., ConnectWise, Halo PSA, Asana, Jira).
- Strong organizational and multitasking abilities with attention to detail.
- Exceptional written and verbal communication skills.
- Proven ability to manage budgets, track costs, and ensure financial accountability.
- Customer service-oriented mindset with the ability to build and maintain client trust.
- Strong problem-solving and decision-making capabilities.
- Ability to work under pressure and meet deadlines in a fast-paced environment.

Desirable Qualifications

- Bilingual or multilingual skills (e.g., English and French).
- Agile or Scrum Master certification.
- Ability to commute or relocate to the required location (e.g., North York, ON)

Note: *This list is not exhaustive, and additional duties may be required to fulfill the purpose of the job*



How to Apply . . .

If you are interested in this opportunity and believe you meet the qualifications to join our team, we invite you to apply through:

- our website at www.bluebirdinc.com or
- by sending your resume via email to jobs@bluebirdinc.com

Please indicate the position you are applying for in the subject line. We look forward to reviewing your application and potentially welcoming you to the BlueBird IT Solutions Inc. team!