

CIS Sr. Technical Project Manager

POSITION SUMMARY

The Calabrio Implementation Services (CIS) Sr. Technical Project Manager (PM) leads, coordinates and monitors all key activities/projects from initiation through delivery. A Sr. Technical Project Manager will be able to be given minimal direction and work independently, providing updates to their manager on a timely basis through approved systems and reports. These activities/projects will include, but are not limited to, Calabrio WFO (Workforce Optimization) software deployments, training, field certifications integrating technologies with Calabrio software, resource allocation, customer escalations, and any other activity/project in the Training or CIS departments.

CORE EXPECTATIONS

- Direct and manage day-to-day project development from beginning to the end
- Define and review project scope, goals, and deliverables that support business goals as stated in key agreements (e.g. Statement of Work) in collaboration with senior management objectives
- Monitoring/reporting progress based on data analysis, risk assessment, and proposing schedule changes
- Investigate, recommend, and provide training on project management tools
- Ability to do technical training a plus
- Delegate tasks and responsibilities to appropriate personnel
- Provide deployment/training activity specifications to be included in Statements of Work
- Customer facing/presentation skills
- Provide process leadership on all phases of the development effort for new products and corresponding feature and service releases
- Self-starter that does not require close supervision, external motivations, or detailed work assignment description
- Travel 0-10%
- Other core expectations will be defined by your direct supervisor/manager

CORE COMPETENCIES

- Excellent critical thinking, troubleshooting and problem solving skills
- Excellent verbal, written, and interpersonal communication skills to interact with team members, senior support personnel, high level personnel, and customers
- Experience in establishing and managing project methodology
- Work independently and as part of a team

- Provide direction and support to project team
- Planning, organizing and attention to detail
- Adaptability and multi-tasking; experience working in a fast-moving environment
- Technical aptitude
- Ability to detect project risks and build contingency plans
- Customer facing/presentation skills
- Strong negotiations skills for effective engagement and project management
- Tracks project deliverables using appropriate tools
- Strong leadership and personnel management skills related to team motivation, goal setting, and performance appraisals
- Proficiency in Microsoft Project
- Experience with CRM a plus
- Other core competencies will be defined by your direct supervisor/manager

EDUCATION/EXPERIENCE

- Requires a minimum BA/BS degree
- Requires project management experience
- 5-7 years of project management experience in leading software deployment projects
- Experience with contact center technology a plus
- Experience in a PMO environment a plus
- Experience working in a fast-moving environment
- PMI Certification highly preferred

MENTAL/PHYSICAL REQUIREMENTS

- Ability to be on feet while performing job responsibilities
- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

WORKING RELATIONSHIPS

- Report to manager or higher personnel
- Work closely with peer engineers, group leads and other employees and departments within the company
- Direct work with customers and partners in a leadership role
- Provides leadership within company on small projects and tasks

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply for this position, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=153984&lang=en_US&source=CC3

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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