Senior Project Manager

North America

### Main Purpose

### The primary duty of the Senior Project Manager is to plan, execute and oversee the delivery of BigHand’s software, services and hardware to clients within North America and large global firms. The Senior Project Consultant will manage a portfolio of projects according to the BigHand Project Management methodology. They will work closely with the Head of Projects to enhance and further develop technical knowledge within the existing Projects team and streamline processes whilst maintaining high customer satisfaction levels. Tailoring delivery and providing consultancy to clients who are looking for solutions which will meet the needs of their business and working practices. Project meetings with clients are conducted both on-site and web meetings and large parts of the Senior Project Managers time could be spent travelling to visit clients across North America.

### Good organization and supervisory skills, attention to detail and strong customer focus are essential for this role as is previous technical solutions management within a software environment. The Senior Project Manager will be an integral part of the Client Services team and will play a key role in the success of this team.

### Background Information

BigHand is a leading software technology company with a big difference. It’s not just what we do, but how we do it. We specialize in speech, task delegation, document creation and process improvement solutions that help our customers achieve more in less time.

Our vision is to be the industry’s preferred, most supportive and helpful technology partner.

We aim to achieve this by harnessing our genuine enthusiasm and skill for helping busy people be more effective.

### Key Responsibilities/Accountabilities

The Senior Project Manager will be responsible for managing a portfolio of projects across a variety of clients and partners within North America and large global firms. These projects will include (Order in primary duty order):

* BigHand Now workflow task allocation tool
* BigHand Capacity Manager Reports and management tool
* Internal product development projects centered in North America
* Return on investment / benefits realization
* BigHand core Voice Productivity system implementations & upgrades
* BigHand Speech Recognition module implementations & upgrades
* BigHand Mobility (Smartphone/Web/Email/Telephony) implementations pilots & upgrades
* Business Analysis
* BigHand Create implementation and upgrades

Other Duties will include:

* Provide Pre sales support and project scoping
* Provide business consultancy in order that our clients optimize the use of our solution
* Perform adequate requirements gathering
* Ensure risks are identified and mitigated against
* Schedule appropriate resources to perform the necessary project tasks in an efficient manner
* Manage all aspects of planning and associated documentation to facilitate successful delivery of the project objectives
* Manage each project according to the appropriate methodology using the appropriate tools
* Maintain a good, strong professional relationship with the client, acting as first point of contact for any issue or query and as the catalyst for any resolution
* Provide user demonstrations and training as required
* Ensure project objectives and deliverables are achieved
* Make sure that projects are completed according to agreed timelines
* Close projects in an organized and efficient manner
* Encourage openness and transparency so that the Business is aware of the current status of any project
* Report any project issues or concerns to the Head of Projects in a timely manner
* Produce accurate and regular project status reports and ensure all internal systems are kept updated with the current status of the project.
* Ensure a strong, professional and healthy relationship is maintained between Project Management and other teams within the organization and may need to get involved in Director level discussions
* Have a very strong sense of commercial awareness that is aligned to the strategy of the business
* Work with the Head of Projects to help ensure performance targets set for project delivery are achieved
* Assist the Head of Projects with the mentoring, direction and management of the team and seek to improve the overall quality of project delivery of the team
* Have a responsibility to assist the Client Services Director and the Head of Projects in ensuring that the methodologies, tools and business processes employed in the Client Services Team are consistent across all BigHand offices

## Competencies Required

### Core Competencies

* Ability to work both independently and within a team
* Sociable and confident
* Flexible and willing to help in other areas of the business if required
* Honest and open to constructive feedback

### Job Related Competencies

### Technical Delivery:

* Excellent understanding of IT Solutions
* Consultancy skills, combining the ability to seek to understand customer issues and requirements whilst delivering solutions that address these.
* Knowledge and experience in Microsoft Server Technologies, Mobile Device Management, Hosted, Virtualized, Terminal Services and Citrix solutions
* Proven experience in a similar role, minimum of 5 years in a solutions design environment
* Proven experience working with Microsoft technologies

### Project Delivery:

* CAPM / PMP qualified or proven IT Project Management experience
* IT Software Implementation experience
* Organization skills
* Excellent documentation and verbal communication skills.
* Strong eye for detail
* Familiar with remote meeting management and remote working

### Environment

* Hours are 8:00am to 5:00pm, Monday to Friday with the role based in one of the company’s offices (Chicago, IL and Temecula, CA) or working from home.
* Travel will be required to and from customer sites and this can extend outside of these hours with overnight trips away being required
* Use of a telephone and computer
* Travel by train, plane or car.
* Comfortable with long distance travel and overnight stays
* Sitting for extended periods of time.

### Reporting to:

* Head of Projects, North America
* Client Services Director, North America

### Occupational & Health and Safety

Employees are responsible and accountable for:

* Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
* Active participation in activities associated with the management of workplace health and safety
* Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.