Byte

Senior Client Services Project Manager

Description

The primary purpose of this position is to ensure that major corporate IT initiatives are organized, structured, defined and delivered within specified time frames. The primary responsibility of this position is to assist with departmental collaboration and communication. The position requires interfacing with multiple departments and translating business requirements into technical specifications necessary for development resources for any system or functional delivery. This position plays a key role in organization, tracking and reporting defined project measurements and to analyze delivery and process metrics. The end result is keeping team members focused and on track to deliver results as specified by senior management.An additional responsibility will be tracking and monitoring of SAS70 compliance within the organization. In this role, the candidate will help CXone deliver quality services by helping them to flow our â[?][?]Best Practicesâ[?][?] and by spotting potential problem areas and helping teams resolve them.Major Functions/Responsibilities: Support, develop, and organize requirement delivery elements via requirements documentation, process flows, user stories as well as identifying capital and resource requirements for major IT projects Creating cost/benefit analyses in support of corporate projects while providing methods for management to assesses the financial impact of a decision to the bottom line. Work with business units to define and document project scope, requirements, timelines, expectations and to report potential conflicts with other units to management for evaluation. Identify project priority conflicts and report any issues affecting overall project delivery Work as a business analyst to identify key functional elements and requirements as well as developing processes and procedures for reporting to management the results of implemented projects for evaluation. Create and manage project plans including scum meetings according to Agile Development methodologies Work as a key interface point for business stakeholders, project submitters and the development team to identify, discuss and resolve any issues related to functional system delivery. Communicate project status to stake holders and executives. Follow the company Code of Ethics and CXone policies and procedures at all times. Communicate in an effective and professional way with customers in and outside of CXone This job description is not intended to be all-inclusive, and employees will also perform other reasonable related business duties as assigned by immediate supervisor and other management as required.This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.Required Education, Experience, and Specific Job Related SkillsEducation Requirements: Bachelorâ[?][?]s Degree in Computer Science or related field or equivalent work experience required. PMP or PMI Certification preferred. Certified Scrum Master (CSM) preferred. Experience Requirements: 7+ years experience in project management and business analysis. Excellent customer service and people skills Expert using MS Project, and Visio (Documentation program skills) Excellent problem solving skills Ability to meet deadlines Effectively communicate with interpersonal skills Ability to manage multiple projects at one time Ability to work with and to interpret technical information to non-technical individuals Experience working with PMP Waterfall and/or Agile methodologies Experience Preferred: Software as a service (SAAS) experience Experience in telecommunications field com experience Certified PMP/Scrum Master/Agile experience Experience managing large projects Experience managing customer facing web projects Experience managing Agile Development projects ITIL Certified Please mention the word **SUPER** and tag RMzQuMTQ1LjlyMC41NQ== when applying to show

Hiring organization
NICE

Job Location
SÃ£o Paulo, SÃ£o Paulo, Brazil

Base Salary
$ 60000 - $ 110000

Date posted
May 30, 2024

Apply Now

you read the job post completely (#RMzQuMTQ1LjlyMC41NQ==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts
Job listing via RemoteOK.com