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Professional Services Project Manager - Business Intelligence Group

Jet Reports Inc - Portland, OR 97223

Who is Jet Reports?

Jet Reports is a culmination of passionate experts working to build, sell and support the best reporting and analytics solution available in the global marketplace today.

Who should apply? People who want to work at an innovative, international company where they have the opportunity to make their mark. People who are interested in contributing beyond the bullet points of their job description. People who are upbeat, fun, trustworthy, driven and proactive. Jet Reports is one of the world leaders in reporting and analytics solutions, and we know that is because of our awesome team of people. In the last decade, we've expanded to offices in 14 regions across 24 time zones. We currently have more than 10,000 companies using Jet Reports in 94 countries.

Jet Reports has an exciting career opportunity for an experienced **Professional Services Project Manager** to take the lead in our growing consulting practice. Located at our global headquarters in beautiful Portland Oregon, the Project Manager will leverage their knowledge of enterprise software project management and delivery, as well as hands-on people management skills, to work closely with our growing team of Business Intelligence Consultants. You will work collaboratively with the Sales and Customer Success teams to maximize customer satisfaction, achieve success with strategic initiatives, and build a world-class team that will fuel the future success of the company.

Job scope:

- Managing the delivery of Jet Reports Professional Services implementations of Jet Enterprise, our flagship business analytics and reporting solution. You will drive the delivery of Jet Enterprise Professional Services engagements according to the agreed upon scope, time, and budget while ensuring the highest degree of customer satisfaction.
- Key player in managing, tracking and communicating the progress of projects as well as ensuring the quality delivery of Jet Enterprise Professional Services.
- From initial scoping through to post-delivery follow up responsibilities will include planning customer specific engagements, setting and managing customer expectations, managing the business requirements for the development, review, and signoff process, managing the execution of deliverables while controlling scope, executing and refining the change management process when needed, and ensuring timely resolution of discrepancies and project roadblocks.

Responsibilities:

- Day-to-day management of implementations within the United States for our Jet Enterprise product
- Lead the development and refinement of project management methodology, implementation tools, and best practices for solution delivery
- Manage resources, time, scope, and budget on multiple projects by creating and maintaining detailed project plans that emphasize speed to delivery while maximizing the efficient use of resources needed to meet the requirements.
- Facilitate regular status meetings and touch points with the implementation team and the customer while providing well-

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Jet Reports Inc

Jet Reports delivers unparalleled access to data through fast and flexible reporting and business analytics solutions that are cost...

documented key discussion items, action items, risks, and issues.

- Provide guidance and mentoring to the implementation team while motivating team resources to work diligently and smartly in the best interest of both the customer and Jet Reports.
- Participate in and/or lead the development of key project deliverables (i.e.: Statement of Work, Project Plan, coordination of client training, etc.)
- Identify opportunities to offer additional training or Professional Services engagements
- Work with the customer and the Jet Reports marketing team so the client will serve as a reference
- Forecast project resource needs as well as assisting with the creation of a detailed plan to quickly onboard, train, and develop new team members as our consulting business grows
- Monitor project portfolio to maximize success, control budget, and adhere to schedule
- Manage customer escalations to a positive resolution
- Plan, manage, and communicate projects progress and milestones
- Facilitate resolution of issues and roadblocks
- Escalate risks and issues internally to management and externally to customer project management team to resolve or mitigate risks and issues that stand in the way of project success.
- Manage multiple concurrent projects and work with a number of resources within our organization to ensure successful software implementation and proper onboarding of users within the client's organization.
- Communicate with prospective and current customers on the Jet Reports Methodology
- Assist in the transition of the customer from implementation to delivery and support.

Qualifications/Skills:

- Extensive experience in documenting and maintaining project plans, risk/issue logs, action item logs, and other project management related tools to help achieve project success
- Familiarity with client-facing software implementation methodologies
- All phases of the software implementation lifecycle, methodologies and best practices
- Professional management experience with a focus in the areas of professional services delivery and employee development
- Prior experience in Professional Services, Accounting, and/or Corporate Reporting
- Ability to multitask in a fast-paced environment
- Demonstrate excellent interpersonal, organizational, and analytical skills
- Pre-sales support activities such as providing scoping and level-of-effort analysis
- PMP Certification a plus

Education & Experience:

- 3 + years of implementation consulting experience
- 3 + years of project management experience with the ability to manage multiple priorities and deadlines
- Bachelor's Degree or equivalent experience

Benefits: Happy employees are important to us! We offer company paid medical and dental, voluntary vision, life, long and short term disability coverage, FSA, HSA and give you multiple options to add family coverage that will meet your needs. You'll start with 15 days PTO straight out of the gate, along with 7 holidays. At Jet Reports, we really value loyalty – so it's possible to get up to 25 Days PTO with long-term employment. Since we know the world is bigger than the walls of our office, we encourage immersion in our communities and offer paid volunteer time off also. If your "big" future plans

include world travel or retiring to your ostrich farm – we want to help you with that too. There is a 401k plan with an employer matching contribution available.

Job Type: Full-time

Job Location:

- Portland, OR 97223

Required education:

- Bachelor's

Required experience:

- Implementation Consulting: 3 years
- Project management: 3 years

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