

## Project Manager



Phone :

Web :

### Job Summary

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Vacancy :

Deadline : Jul 05, 2024

Published : Jun 05, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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For over 40 years, Versaterm Public Safety has been a pioneer in public safety software, revolutionizing agencies' operations, both large and small, with a comprehensive range of solutions from community engagement to case closure. Versaterm's commitment to public safety is exemplified by a steadfast dedication to customer satisfaction, the development of innovative software solutions driven by advanced technologies, and a team passionately dedicated to making a positive impact on the lives of those sworn to serve.

This is an exciting time for us! We are currently undergoing significant growth, marked by increased sales and implementations of our public safety products. Join us as we continue to innovate, focusing on creative and seamless solutions that empower our customers to prioritize the communities they serve.

### The Role

The Project Manager maintains overall responsibility for a new customer onboarding project. The Project Manager works with the Sales Team, and other stakeholders (Sales, Engineering, Contract Manager), to finalize the customer agreement. The Project Manager then leads the contract 'scoping' process as well as the development of the contractual agreements.

Once the contract is signed, the Project Manager is responsible for the execution and delivery of the project and for ensuring the project is delivered on time and on budget.

### What You'll Do

- Develop detailed work plans, schedules, project estimates, resource plans, conversion plans, acceptance test plans, training plans, and cut-over plans
- Provide direction and guidance to the project team
- Provide regular status reports both to the customer and internally within Versaterm
- Ensure project meets agreed to project timeline, schedule, budget, quality standards and customer's requirements
- Conduct risk analysis and monitor the progress of plans against project milestones and budgets
- Review project deliverables and ensure adherence to quality standards
- Manage the integration of customer and 3rd party tasks, and track schedules, tasks, and deliverables
- Track issues and support items through to resolution with internal Versaterm stake holders
- Manage the cut-over to go live, and provide oversight during the close support period following go live
- Perform post-implementation project audits to measure project success

Manage customer expectations

- Lead contract scoping process and work with associated teams on contract development
- Assist with the resolution of conflicts/disputes during the contract negotiation as well as the customer onboarding phases

Collaborate with Sales Team

- Identify opportunities for cross-sell, facilitate sales discussions and review with appointed account manager

Collaborate with Product Team

- Provide any required clarification on scope of contracted custom enhancements
- Track progress of development
- Assign project team members to assist with testing effort

Collaborate with Customer Success Team

- Facilitate the transition of the account to the designated Customer Success Account Manager

### What You'll Bring

- Minimum of 5 years of project management experience, preferably in public safety software
- Knowledgeable and experienced in project deployment, technical support and customer service
- Highly effective communicator and organization/documentation skills
- Skilled at understanding and documenting customer software requirements and workflow
- Bachelors Degree preferred
- Experienced with Project Management tools and processes
- Be available for travel across North America up to 25% of the time

### Equal Opportunity

Versaterm Public Safety is committed to building and supporting inclusion, diversity, equity, and sustaining a barrier-free environment. Accommodations are available, on request, throughout all aspects of the selection process. These principles apply to the terms and conditions of employment at Versaterm. For detailed information on our accessibility policies, please contact [info@versaterm.com](mailto:info@versaterm.com).

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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