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| <b>Job Title:</b><br>Implementation Project Manager   | <b>Department:</b><br>Technical Services |
| <b>FLSA STATUS: FULL TIME EXEMPT</b><br><b>REPORTS TO: KAREN ROSSI, COO</b>   |  |
| <b>JOB DESCRIPTION</b><br><p>An Implementation Project Manager is responsible for the end-to-end implementation of LLumin’s software applications, in accordance with our contractual obligations, internal processes and industry best practices. The Implementation Project Manager is responsible for tracking, managing and reporting project progress &amp; status. This role ultimately ensures that the project is delivered on time, within budget, and in according to customer expectations and success criteria. Strong communication and time management skills are required for this position.</p> <b>DUTIES AND ESSENTIAL RESPONSIBILITIES</b><br>Include the following and other duties may be assigned. |  |

- Define the project plan, resource plan, budget, milestones and deliverables in accordance with contractual obligations and industry standard project management methodologies and best practices.
- Manage project scope, requirements, resources, budgets, timelines, day to day tasks and deliverables.
- Establish credibility at all levels within the LLumin organization and within the customer’s organization.
- Communicate effectively and professionally through project status, presentations, client workshops, training and deliverables.
- Organize and manage project documents and artifacts so that they can be easily leveraged by other team members.
- Participate in and contribute to the LLumin Project Management Organization (PMO).
- Help improve LLumin’s project management practice through process improvement, standardization and project feedback.
- Look for and implement continuous improvement opportunities.
- Deeply understand the functionality of LLumin’s software, including complex configuration and potential customization.
- Ensuring LLumin software is optimally configured with for each unique customer’s expectation and needs.

## QUALIFICATIONS AND EDUCATION REQUIREMENTS

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. This position relies upon the knowledge of our software. The role will be the business' initial contact with outside customers, which has a significant professional and financial impact on the business.

- Demonstrable experience in leading and managing diverse and complex IT Software projects.
- You will have managed a minimum of 15 enterprise software implementations or deployments.
- You have 3+ years of experience managing cloud based software implementations.
- A Bachelor's degree in CIS, Business or other technical field preferred.
- Project Management experience

## REQUIRED SKILLS

- Demonstrate organizational skills including time management, conflict resolution, training customers.
- Excellent troubleshooting abilities and analytical skills. Adaptability in problem solving.
- Detail oriented while handling several projects at a time. The ability to work as a team on a daily basis.

## COMMUNICATION SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public. Excellent oral and written communication skills.

## TRAVEL

Domestic and international travel is required for 25% of this position and may include additional hours if needed.