



CAREER OPPORTUNITIES

Job Description:

Senior Project Manager (North America)

WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the worlds' leading business communications vendors, as well as major payment service providers.

We are currently looking for a Senior Project Manager to join our NA team.

THE OPPORTUNITY:

Delivering PCI Pal services for both direct and channel sales customers, you will be responsible for coordinating internal and external resources using a blend of project management and a technical skills. Bearing wider responsibilities than typically associated with Project Management, you will be expected to work closely with various internal teams and provide pre and post go-live support, including delivering product demonstrations and occasional training for customers

YOU WILL BE RESPONSIBLE FOR:

- Managing full project lifecycle tasks for customer projects from start to successful go-live.
- Creating and delivering project work plans, including initial scoping, defining milestones, and identifying and allocating resources.
- Documenting technical and operational aspects of solutions, solution delivery, integration requirements, and any bespoke development requirements (in conjunction with the development team).
- Tracking project progress using Precursive software, and providing regular and timely project status reports to key stakeholders.
- Providing customer facing support throughout the entire sales engagement process, through to implementation, and, where required, post-sale reviews and client meetings.
- Supporting the customer by attending meetings and/or conference calls where necessary
- Working with line management to pass on customer feedback, to develop our product offering.
- Providing post go live support to issues raised by phone and email as required; correcting as necessary with a calm and professional manner.
- Give advice, assistance and training on platform solutions to colleagues where necessary

WE WANT TO HEAR FROM YOU IF YOU:

- Have experience in delivering SaaS projects within a rapid change business environment
- Ideally have an appreciation of telecommunication software or compliance project delivery
- Can communicate effectively, openly and authentically in both written and verbal forms
- Have experience in working in demanding situations, rapid change and being tenacious in delivery
- Ideally have PRinCE2 or similar Project Management qualification
- Have awareness of the latest telephony technologies (including cloud contact centre and carriers)
- Are keen to build a strong understanding of PCI Pal technical platforms (training provided)
- Ideally have knowledge of PCI compliance and associated standards such as ISO 27001 (training provided) Ideally have knowledge of PCI compliance and associated standards such as ISO 27001 (training provided)



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IN RETURN WE OFFER:

- 25 days PTO
- Medical, dental and optical insurance cover
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- “Work from anywhere” 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, incentives and competitions

TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the People Team people@pcipal.com