

## Project Manager – Core Installations & Add-On Products

### Description

The Project Manager – Installations & Add-On Products, will lead, manage, and oversee projects to ensure a smooth, satisfactory implementation meeting the client's needs. This individual will utilize relationship building and problem-solving techniques with credit union clients and external vendors; as well as, coordinate across departments with Share One individuals to implement required changes using established Share One project methodology.

### Personal Attributes

Ability to perform in a “customer first” professional manner

Ability to promote a strong team player attitude in a collaborative environment and encourage team members to share knowledge and positive experiences

Ability to prioritize, execute, and manage multiple tasks while assisting others in a detailed-oriented and at times fast-paced environment

Ability to communicate ideas with verbal and written skills utilizing both technical and user-friendly language to coordinate the flow of information between clients, third-party vendors, and internal departments

Ability to recognize critical details and relay specifics to obtain resolution

Ability to listen, interpret, and formulate action plans for high priority items

Ability to learn new concepts in a short period of time

Ability to exhibit a flexible, patient, and professional manner to resolve conflict and problems equitably

Ability to exhibit analytical and problem-solving competencies

### Position Expectations and Responsibilities

Provide hands-on support for all parts of the project implementation process, including thoroughly organized, documented, and archived processes (conversion definition [fact gathering for products and services], software and hardware requirements, weekly conference call recap, third-party vendor communication and activity, data and process verification, data balancing, training, turnover to support, lessons learned)

Coordinate with other project managers regarding specialty products – ATM, Debit, and Credit cards, etc. to ensure timely implementation

Ensure credit union processes are tested and validated before simulation testing and Go Live

Ensure credit union staff is adequately trained and ready to assume daily operational system oversight and balancing before ending Go Live support

Develop and maintain a working knowledge of Share One's NewSolutions software, the setup requirements, and application within client environments

Develop and maintain a working knowledge of database layouts to support report writing with NSQuery for clients, third-party vendors, and internal needs

Ability to travel up to 50% of the time, based on project demands, which includes on-call availability and overtime to fulfill project deadlines

Provide timely responses to requests and questions whether by telephone or email

Provide suggestions for improving processes for future implementations

Ensure cases are updated timely in Salesforce; include as much detail that would be helpful to other staff members, particularly Development

Participate in scheduled Share One meetings and training sessions, particularly opportunities to enhance NewSolutions knowledge by participating in SOAR education opportunities and utilizing new software features as it pertains to products and servicing these products

Willingness to assist with other client implementation projects and assignments as requested

## Education and Skills

College diploma or university degree in the field of Business, Finance, Technology or other related fields

Knowledge of credit unions or financial institution operations

Knowledge of Microsoft Office and Desktop applications in a Windows environment

Professional experience with database maintenance and oversight

Familiar with various meeting software options: Log-Me-In, Go-to-Meeting, and Go-to-Webinar