



Job Description: Project Manager

Reports to: Director, Professional Services

Dept: Professional Services

Posted: 8/10/2010

The Project Manager leads the Jacada implementation teams to integrate Jacada solutions Customer Care and back office applications. The Jacada Project Manager is responsible for managing the implementation life cycle including: solution business and technical requirements work sessions, scope change control, development and integration, QA planning and execution, load testing, production deployment and transitioning solution to Jacada's Global support team. In addition to delivering project financials targets, the Project Manager manages project resource forecast and facilitates project communications including client meetings, weekly progress reports and issue resolution. A wide degree of creativity and latitude is expected.

REPORTS TO:

- Engagement Manager or Professional Services Director

LEVEL OF EXPERIENCE REQUIRED:

TRAVEL REQUIREMENTS:

- This position travels an average of 75% of the time (usually Monday through Thursday) to client sites in North America. International travel is available, if interested, but not required.

SKILLS REQUIRED:

- Mid- to Senior-level consultant with 5-10 years of overall experience.
- At least 1 year recent experience delivering solutions with a Professional Services or Consulting organization - Big 4 experience desirable.
- Minimum of 5 years experience managing medium to large solution delivery projects.
- Experience with industry standard, generally accepted project management practices including Agile, Waterfall, RUP, Scrum
- Experience managing client expectations specific to the project.
- Experience managing scope including enforcing change control process, schedule, and issue resolution.
- Facilitate team and client meetings effectively.
- Insure project deliverables are on time and on budget while meeting customer satisfaction expectations.
- Maintain experience in tracking and managing projects using MS Project or similar PM software.
- Implement software development life cycle procedures for team members, if not already in place.
- Accurately forecast, report and manage project costs (budget).
- Effectively establish and use budget tracking approach and metrics that accurately tracks team productivity and earned value.
- Experience with standard Web, Webservice and J2EE development and deployment practices
- Call Center experience is a plus

BUSINESS SKILLS REQUIRED:

- 5 years experience managing customer engagements.
- Work Skills and Habits – A high-energy individual who is able to simultaneously manage multiple project activities.
- Attention to Detail – Ability to undertake detailed project activities with accuracy and reliability.
- Communication skills – Ability to effectively communicate ideas and concepts to other team members including both Customer and Jacada representatives.

Submit your résumé to:

Jacada Inc.
Attn: Human Resources
400 Perimeter Center Terrace
Suite 100
Atlanta, GA 30346

or
Email your resume to:
humanresourcesus@jacada.com

- Management – Ability to manage project teams from planning through execution.
- Team Work – Ability to interface and work cooperatively with teammates, customers and third-party service providers.
- Problem Solving Skills – Ability to resolve customer problems with diplomacy, either directly or with the team's assistance.



EDUCATION:

- Bachelor's degree or equivalent work experience
- Masters degree a plus
- Project management certification a plus

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