



# CAREER OPPORTUNITIES

## Job Description: Project Manager US

### 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 Project Manager to join our US 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 technical skills – with the ultimate goal of getting our newly acquired customers live with their PCI Pal product(s). Bearing wider responsibilities than typically associated with Project Management, you will have the opportunity to work closely with various internal teams and provide pre and post go-live support, including delivering product demonstrations and training for customers on how to make best use of PCI Pals products.

### YOU WILL BE RESPONSIBLE FOR:

- Managing the full project lifecycle tasks for customer projects from project kick-off through to successful go-live.
- Creating and delivering on project plans, including initial scoping, defining milestones and establishing delivery timelines.
- Documenting technical and operational aspects of solutions, solution delivery, integration requirements, and any bespoke development requirements (in conjunction with the development team).
- Managing and tracking project progress using Salesforce-integrated Precursive software.
- Providing regular and timely project status reports to key stakeholders.
- Being the primary customer facing point of contact throughout the entire engagement process, from sales handover through to implementation, Go Live, and 'Hypercare' (the period immediately following Go Live).
- Supporting the customers through the delivery process by attending meetings and/or conference calls.
- Working with line management to pass on customer feedback, to develop our product offering and delivery process.
- Providing post go live support to issues raised by customers and 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 projects within a dynamic business environment
- Can communicate effectively, openly and authentically in both written and verbal forms
- Have experience in working in demanding situations
- Being tenacious about delivering high quality results for our both customers and the business
- Have a strong desire to forge a career in the field of Project Management – potentially shown through having completed, or having a desire to complete, PRinCE2 or similar Project Management qualifications.
- Have an awareness of the latest telephony technologies (including cloud contact centre and carriers)
- Are willing to build a strong understanding of PCI Pal's technical platforms (training provided)
- Ideally have an appreciation of SaaS solutions, telecommunication software and/or compliance solutions
- 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 holiday, rising to 28 days per annum with length of service
- Medical, dental and optical insurance cover
- Option to either work in our Ipswich office, or from home (or both!)
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- Electric Vehicle Scheme incentive
- "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](mailto:people@pcipal.com)