



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 world's 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:

As a Customer Change Project Manager, you will own the delivery of customer-driven changes across PCI Pal's customer base. Working closely with customers and cross-functional teams, you will ensure enhancements and service modifications are delivered on time and with minimal disruption. This is a highly visible role that combines project leadership, stakeholder management, and technical coordination to help customers maximize the value of their PCI Pal solutions.

YOU WILL BE RESPONSIBLE FOR:

- Managing customer change orders from request through successful delivery
- Defining scope, timelines, and delivery plans for customer enhancements, integrations, and service modifications
- Coordinating cross-functional teams to ensure changes are delivered on time and within scope
- Tracking progress and reporting status through Salesforce, Jira, and other delivery tools
- Acting as the primary customer contact throughout the change lifecycle
- Facilitating customer and internal stakeholder meetings to drive decisions and remove blockers
- Managing risks, dependencies, and expectations across multiple concurrent change requests
- Ensuring all change requirements, technical considerations, and delivery activities are clearly documented
- Supporting process improvements to enhance the efficiency and quality of change delivery

WE WANT TO HEAR FROM YOU IF YOU:

- Proven experience managing projects in fast-paced environments
- Strong communication skills—clear, authentic, and confident
- Ability to perform under pressure and deliver high-quality outcomes
- Passion for project management, ideally with PMP or similar certification (or interest in pursuing one)
- Familiarity with telephony technologies (e.g., cloud contact centers, carriers)
- Willingness to learn PCI Pal's technical platforms (training provided)
- Bonus: Experience with SaaS, telecom software, or compliance solutions
- Bonus: Understanding of PCI compliance and standards like ISO 27001 (training provided)



CAREER OPPORTUNITIES

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