



## CAREER OPPORTUNITIES

### Job Description:

# Senior Project Manager

#### 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:

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 goal of getting our newly acquired customers live with their PCI Pal solution. 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

#### YOU WILL BE RESPONSIBLE FOR:

- Manage end-to-end project delivery from kickoff to go-live
- Develop and execute detailed project plans, including scope, milestones, and timelines
- Document solution architecture, integration requirements, and custom development needs
- Track progress using Salesforce-integrated Precursive software
- Provide timely updates and status reports to stakeholders
- Serve as the primary customer contact throughout implementation and post-launch support
- Facilitate meetings and calls to guide customers through the delivery process
- Relay customer feedback to improve products and processes
- Offer post-go-live support with professionalism and calm under pressure
- Deliver internal training and support on platform solutions as needed

#### 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)



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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 Recruitment Team [recruitment@pcipal.com](mailto:recruitment@pcipal.com)