

Project Manager - North America

New York Based With Competitive Compensation

Overview:

As a member of the Professional Services team representing the Americas, working with the Director of Professional Services in London and the CRO – Americas, based in NYC, we are looking for an outgoing and ambitious Project Manager to help implement customer projects in North America; while also scoping, defining, and approving custom development for our clients and prospects.

About the Role:

As Imagen's **Project Manager - Americas** you will be responsible for the technical delivery, including but not limited to; planning, client meetings, supporting the deployment of cloud-based infrastructure, and supporting the installation of Imagen software for the North American market. The Project Manager is a broad role with scope to get involved in both technical issues and the customers/prospects on a daily basis. Working as part of a wider delivery and implementation team you will join internal weekly planning meetings; contribute ideas for projects; deliver a high level of customer service; and demonstrate an aptitude for personal development. A keen team player is required, but the ability to solve complex problems independently is also essential. A track record of using cost benefit analysis to make important decisions is key to being successful in this role.

Key Responsibilities:

- Partner with the customer during critical/early stages of the relationship
- Engage with customer teams to help them understand the Imagen implementation methodology, understand their goals, timelines, project constraints and ongoing resources for implementing and using Imagen and how the platform will fit into their daily work
- Plan, Design, and deliver project (sprint) plans, regular status updates, Issues Logs focused on delivering successful Imagen implementation services to meet client needs and exceed expectations
- Empower customer project leads to coordinate their internal resources per the agreed project plan and timelines.
- Maintain logs of project and technical issues reported by the teams during the implementation process and ensure solutions are found in a timely manner.
- Facilitate the dissemination of knowledge & expertise across teams
- Work in collaboration with Sales, CSM, Marketing, Partner, Support and Product teams internally at Imagen
- Effectively resolve client grievances/concerns throughout the deployment process
- Thinking, problem solving, learning, growing, collaborating and laughing daily

About You:

Personal:

- Based in NYC or the tristate area and willing to commute to office 2-3 days a week
- Excellent verbal and written communication skills with the ability to convey ideas and offer solutions to internal and external stakeholders
- Excellent organizational skills with the ability to manage priorities and meet deadlines

- Ability to drive customer deployments to a high degree of accuracy and customer satisfaction
- Support non-technical customers and explain complex technical concepts in a simple concise way (KISS principle)
- Confidence working with internal and external clients at all levels in a professional manner
- Excellent analytical skills for troubleshooting and problem solving complex technical issues
- You are a generally good human who has compassion and cares for your fellow humans on this planet and make an effort to make others' lives better both inside and outside the workplace

Technical Experience (Nice To Have):

- Knowledge and experience working with Cloud technologies e.g. Azure, AWS, Kubernetes, Docker, Function Apps etc.
- A history of installing, configuring, and troubleshooting proprietary software
- Methodical use of change control procedure for planning and execution
- Experience in windows PowerShell scripting
- SQL query language knowledge and experience
- Working Knowledge of HTML, PHP, CSS, etc.
- Understanding of networking standards and protocols
- Experience working with the latest Windows Server OS with the ability to troubleshoot a variety of IT-related issues and resolve user issues quickly and efficiently.

About Imagen:

Located in New York, London and Cambridge, Imagen is a world-leading SaaS video and asset management platform provider that enables global Enterprise, Education and Sports organizations the ability to access, distribute and manage their complex content intuitively and efficiently. We are backed by leading VCs, including, Cambridge Innovation Capital & Downing and Guinness.

The Package:

We offer a competitive salary and equity as well as private healthcare, 401k, and other work/life balance benefits to keep our employees engaged, motivated, and happy.

If you are interested, please forward your CV to perry.fetterman@imagen.io