



## Software Project Manager

**About the Company:** 360Facility is a leading provider of “Software as a Service” (SaaS) Facility Management software. 360Facility is committed to excellence, respect, integrity, and open communication. We are seeking team members who possess similar values and want to be part of a fast growing company.

**Job Overview:** The Software Project Manager will be responsible for managing large software development efforts as well as implementing and maintaining existing account relationships. This will include project management of timeline and resources, helping to develop the overall vision and requirements for development teams and communicating to customers and 360 staff overall progress and rollout timelines. The Software Project Manager will also be involved in coordinating with appropriate team members as part of rollout of software enhancements and ensuring that appropriate communication and documentation is complete. The Software Project Manager must be able to manage multiple projects and teams simultaneously. This position will work closely with all 360Facility team members but primarily with Account Managers, QA/BA personnel and the Director of product management and Director of Development. The Software Project Manager must play a hands on roll to ensure customer satisfaction and will be asked to fulfill some responsibilities related to Account management, Business Analyst and Quality Assurance responsibilities as defined below. The Software Project Manager will report directly to the Director of Product Management.

### Software Project Manager Responsibilities:

- Work with new and existing customers in order to identify unrealized customer needs and recommend processes and/or technical modifications to help customers maximize ROI
- Work with the development team to determine the appropriate solution for addressing software anomalies or implementing improvements.
- Work with 360Facility BA, QA and Development resources and manage their time for product development initiatives
- Work with the Director of Product management on the planning and design of strategic software development projects
- Communicate with customers regarding key issues and timelines and ensure documentation is completed for all enhancements.
- Improve the efficiency and quality of the existing 360Facility software development practices
- Communicate with 360Facility personnel appropriate delivery dates for system modifications.
- Acquire detailed product knowledge of all 360Facility software products
- Orient, train, assign and coach new 360Facility employees as required
- Recommend, screen and be part of the hiring process as business needs dictate.
- Provide Technical Support when needed both internally and externally.
  
- Specific Account Management Responsibilities:
  - Project Management across various functional groups as related to each project.
  - Develop/manage detailed customer deployment plans against timeline/budgets
  - Communicate to 360Facility management:
    - Project status, milestones and key performance indicators
    - Issues affecting project scope, quality, effort, risk, and timeline.
  - Ensure Sales and documentation teams are apprised of new enhancements
  
- Anticipated business analyst and quality assurance skills are necessary to have hands on involvement in defining new requirements to solve business problems, and to oversee and the quality assurance testing conducted by the team.



## **CAREER PATH CORE COMPETENCIES**

It is anticipated that the candidate will be able to assume a much larger organizational role and as such below are the associated technical, professional and organizational competencies that must be met and proven prior to promotion. The timing for promotions will vary based on the aptitude of the candidate and the organizational needs.

### **Technical Expertise**

- Utilizes technical writing skills to allow effective communication with customers, project managers and developers.
- Knowledgeable about designing and building web applications.
- Able to serve as a Technical Support resource for customers when needed.
- Possesses significant knowledge of client/server and internet systems architectures.
- Understands browser / client specific compatibility issues.
- Understands software Quality Assurance methodologies and processes.

### **Communication**

- Facilitates team and client meetings effectively.
- Holds regular status meetings with various internal teams.
- Principal project communicator for all large projects to Executives.
- Interviewing skills – ability to talk with individuals and groups about their needs and ask the right questions to surface essential requirements and enhancement information.
- Delivers engaging, informative, well-organized presentations.
- Resolves and/or escalates issues in a timely fashion.
- Utilize interpersonal skills to help negotiate priorities and to resolve conflicts among project stakeholders (such as customers, product/project management, and development)
- Understands how to communicate difficult/sensitive information tactfully.
- Possess strong ability to drive and lead conversations, and coordinate work among different parties.
- Be able to communicate technical information clearly and able to translate between diverse groups of technical and non-technical individuals.

### **Leadership**

- Challenges others to develop as leaders while serving as a role model.
- Identifies opportunities for improvement and makes constructive suggestions for change.
- Inspires coworkers to attain goals and pursue excellence.
- Manages the process of innovative change effectively.
- Remains on the forefront of emerging industry practices.

### **Teamwork**

- Facilitates effective team interaction.
- Acknowledges and appreciates each team member's contributions.
- Effectively utilizes each team member to his/her fullest potential.
- Keeps track of lessons learned and shares those lessons with team members.

### **Client Management**

- Manages client interaction and expectations during all phases of implementation.



- Facilitates positive customer relations.
- Develops lasting relationships with client personnel that fosters client ties.
- Communicates effectively with clients to identify needs and evaluate alternative solutions.
- Continually seeks opportunities to increase customer satisfaction and deepen client relationships.
- Builds a knowledge base of each client's business, systems and objectives.

### **Innovator Development**

- Continually seek out best practices to build a solid foundation for 360Facility.
- Seeks and participates in personal development opportunities above and beyond training required by us.
- Trains other innovators and clients through both formal and informal training programs.
- Encourages more junior Innovators to take responsibility for their development within the company.

### **Internal Operations**

- Suggests areas for improvement in internal processes along with possible solutions.
- Leads internal teams/task forces.
- Reviews the status reports of team members and addresses issues as appropriate.
- Complies with and helps to enforce standard policies and procedures.

### **Requirements**

- Must be authorized to work in the US and relocation is not available.
- Education/ Certifications or equivalent required: BS degree in Computer Science, Operations, Business, or equivalent experience required.
- 5+ years in software project management/implementation.
- 5+ years of technical Product Development experience, building a successful web based product.
- Knowledge and experience with one or more development methodologies, and experience developing engineering process is required.
- Excellent technical skills and knowledge coupled with strong leadership, planning and management abilities.

### **Skills:**

- Excellent communication and troubleshooting skills.
- Ability to work well with people and be both highly motivated and motivating
- Strong business and technical vision
- Strong presentation and leadership skills
- Highly independent with ability to handle multiple projects
- Candidate should be able to provide examples of prior work
- Solid understanding of software architecture and best practices to design flexible, scalable, and secure systems.
- Developing process and scoping projects.
- Budget responsibilities.
- Provides frequent status reviews with Project Managers and Director of Product Management.
- Should have a proven track record of delivering high quality, mission critical applications that resulted in high ratings of customer satisfaction.
- Other assigned responsibilities as required.

If you meet the requirements and feel you are qualified contact [mbechtel@360facility.com](mailto:mbechtel@360facility.com)