

Job Description: Project Manager - Software Implementation

About Vision

Vision Government Solutions is a leading government technology firm providing cutting-edge software to the public sector. We are at an incredible inflection point of growth. We are looking for exceptional individuals to join our Software Implementation team to help us successfully welcome new communities to the Vision family.

Our software implementation philosophy emphasizes the importance of customer delight, speed, and long-term partnership. To that end, we are searching for ambitious, motivated, detail-oriented individuals looking to further a career in Software Implementation. The right candidate will be driven by customer happiness, be obsessed with their to-do list, and have stellar organizational and communication skills.

Summary of Role & Responsibilities

The Software Implementation Project Manager is responsible for facilitating customer participation, collaboration, and delight while managing *all* aspects of software implementation projects from initiation through closure while welcoming our new clients to Vision. Sample responsibilities will include:

Efficiently and effectively coordinate multiple simultaneous software implementation projects for Vision software clients

- Integrate agile and waterfall project management methodologies to achieve industry-leading project delivery schedules while maintaining ongoing customer engagement and satisfaction
- Successfully manage scope, schedule, cost, quality, risk, resources, and customer satisfaction constraints of the project through servant leadership
- Synchronize project teams with customer expectations to deliver high-quality CAMA software that aligns with unique client configuration and data requirements
- Encourage active client participation throughout the project to accurately capture client visions and acceptance criteria for interim and final deliverables
- Quickly adapt to varying communication and emotional intelligence needs of stakeholders and project team members to provide exceptional communication throughout the project lifecycle
- Seamlessly welcome new clients into the Vision Family while fostering positive client-partnership experiences and building long-term relationships
- Represent the needs of customers and stakeholders in product and development conversations
- Facilitate a smooth transition from project to operations post-go-live

Provide organizational assistance and aid in continuous improvement projects as required

- Assist sales and marketing with client events such as demos, bidder conferences, and user groups
- Brainstorm continuous improvement efforts with cross-departmental teams to remove barriers in projects, reduce waste, and increase efficiency as an organization
- Develop and maintain process documents and project templates
- Analyze lessons learned for process improvement opportunities
- Track results of projects and share findings with cross-functional teams

Role Evolution

This role will begin with a primary focus on municipal assessment software implementation projects (~90% of the time), with the remaining 10% of the time focused on skill-building and team growth. In addition, role evolution may include ownership and direct management of high-profile implementation projects, mentorship for junior team members, and leading the company through tactical expansion initiatives.

Who We Are Looking For

The ideal person for this role will have demonstrated the following abilities and traits:

- **Skills and Ambitions:**
 - Bachelor's Degree in a related field or referencable success in project management
 - PMP/PMI-ACP Certification preferred
 - Ability to thrive in a fast-paced, ever-changing landscape
 - A natural curiosity and proclivity to derive patterns from chaos
 - Desire to work in a dynamic team environment with stellar communication and trust
 - Keen problem-solving skills
 - Exceptional time management capabilities; deadlines are not flexible
 - Technical comprehension and communication skills with a passion for data
 - Drive to learn our software products to help guide demos and testing initiatives
 - Talent to communicate and translate ideas between technical and non-technical parties
 - Comfort with MS Office, Jira, Miro, and web-based project management tools
 - Experience in SQL, PowerBI, and R is a plus
 - Strong aversion to boredom
 - Existing CAMA/Tax product or real property assessment knowledge/experience is a plus
 - Strong sense of honesty, ethics, and integrity
 - Looking to grow alongside a hard-working, energetic team with a passion for continuous improvement
- **An obsession with customer happiness and loyalty:**
 - Deep commitment to long-term customer happiness
 - Strong preference for a partnership approach to customer management vs. a transactional approach
 - Commitment to promising what we can deliver and delivering what we promise
 - Interest in balancing new customer growth with setting realistic expectations
 - Willingness to span departmental boundaries to enhance the customer experience
 - The aspiration to invest in their team and customers
 - Refusal to settle for the status quo
 - A willingness to think creatively about the future of the assessment industry to set Vision apart from other CAMA vendors

Remote Work and Travel Expectations: This role is designed as fully remote, with occasional visits to Vision headquarters for collaboration purposes (6 - 10 times per year). Also, we expect this role will involve 10%-20% travel to client sites and conferences.

Total Compensation Package: To be discussed

Benefits Package: Vision offers health, dental, and vision plans, as well as a 401(k)-matching program. We also provide reimbursements for remote work setup, professional memberships, and IAAOaccredited continuing education.

If you are interested in joining us, [please submit a resume and cover letter](#) describing your interest in the role and alignment with the abovementioned qualifications. We look forward to meeting you!