Job Title: IT project manager/software implementation specialist

Company: StarTraq

Location: Hybrid/Remote (Minimum of 1 day in Banbury office).

Job Summary:

We are seeking a talented and motivated IT Project manager / Software Implementation Specialist to join our dynamic team. As a Software Implementation Specialist, you will play a crucial role in ensuring the successful delivery of our software applications to new customers and additional modules to existing customers.

Reporting to the senior project manager, this role has a real customer focus to it and requires the individual to go the extra mile and be engaging/confident. The successful candidate will be working closely with government organisations to plan, coordinate and execute the delivery of our solutions both in the UK and Internationally.

A key part of this role is being able to prove that you have the tenacity and drive to see a project through to fruition, managing all key stakeholders and ensuring all parties involved in successful delivery, delivering according to a pre-agreed project plan, managing the project scope, and getting it right the first time. To do this, you will need to interact regularly with clients to understand their specific needs, configure our software to meet those needs and provide training and support during the implementation process.

Please note this role will require travel in the UK and potentially some international travel.

What we need from you:

1. Client Engagement: Collaborate with clients throughout the implementation to gather requirements, understand business processes, and establish project goals and timelines. This will include regular communication to ensure project timelines are stuck to and actions are progressed removing/highlighting blockers where possible.

2. Requirements: Ensure project requirements are captured clearly by creating flow charts, process maps, user stories, user acceptance testing plans and acceptance criteria.

3. Documentation: Create and maintain detailed documentation, including project plans, risk registers, and action/issue logs, user guides, training materials, and project reports.

4. Software Configuration: Coordinating technical resources and assisting with the configuration to ensure the software is customized to align with clients' unique requirements, ensuring seamless integration into their existing systems and processes.

5. Training: Provide comprehensive training sessions and deliver training material for clients and their employees to ensure they are proficient in using our software effectively.

6. Testing: Creating and assisting with the completion of UAT plans with the customers and occasionally within the software development process.

7. Feedback Loop: Gather client feedback and communicate it to the development team to improve our software's functionality and usability.

8. Project Management: Manage implementation projects, including planning, scheduling, and resource allocation, to ensure successful and timely completion.

Experience and Qualification level:
- Project management experience (2+ years) within software implementation, configuration, and client support.

- Experience of supporting multiple external clients and projects.

- Experience of process mapping and gather requirements.

- Strong problem-solving skills and the ability to think critically.

- Excellent communication and interpersonal skills to work effectively with clients and internal teams ensuring the delivery timetable is achieved.

- Time Management with ability to multitask and prioritise.

- Proficient IT skills and ability to pick up technology and systems.

- Attention to detail and a commitment to delivering high-quality results.

Although training will be given in our products, we need people who have a thirst to learn, are technically savvy and have an eagerness to support and implement our products.

Preferred Qualifications:

- Experience with our specific software solutions or similar products.

- Certification in project management or relevant technical certifications.

- Familiarity with Agile/Prince 2 or Scrum methodologies.

- Knowledge of industry-specific regulations and compliance standards

The Company

So you're perfect for the job. But what's in it for you? Firstly, we are a small company, and that means you can and will really make a difference in the projects you are working on. You will have plenty of opportunities to meet the people who use the software you deploy. You will be working in a team of knowledgeable developers, project managers and support technicians who are always happy to share what they know.

We offer competitive salaries, company pension, and annual holiday of 25 days. We will make sure you have decent tools for doing your job, and the time and space to do it well. The company supports homeworking and for applicants that are not close to Banbury will consider full time/permanent homeworking arrangements.

Still interested? To be considered for this role please submit your CV along with a covering letter with details of current and desired salary expectations.

Job Types: Full-time, Permanent   **Salary:** TBC