

Job Description: Engagement Manager

Job Duration: FTE

Job Location: Scranton, PA

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What will you get to do?

As a Pathways Engagement Manager, the candidate will lead the successful delivery through the full lifecycle of client solutions on the ServiceNow platform. They use their experience leading enterprise technology projects and their passion for client success to lead the Pathways team and client team to exceed project goals.

Responsibilities include:

- Managing the successful deployment of ServiceNow solutions to a customer
- Acting as the primary customer contact for services
- Handling any issues arising - escalating as appropriate
- Providing status reporting to all stakeholders and maintaining high levels of customer satisfaction
- Owning Professional Services delivery to a customer
- Understanding the customer business including the business issues and problems being resolved by the Professional Services engagement
- Managing of project financials (budget, change requests, etc.), reviewing estimates with the team throughout project
- Resource planning at the project level
- Serving as the single point of contact for a customer for ServiceNow engagement and provides a conduit to other ServiceNow teams as required
- Leveraging a proven understanding of project management methodologies and principles
- Using consultative skills and understanding of technology to explain how ServiceNow addresses requirements and objectives
- Delivering Pre-Sales presentations around the ServiceNow Global Service Delivery Framework
- Planning and delivering project kick-off meetings
- Facilitating requirement analysis workshops to translate business requirements to tangible configuration in ServiceNow (Stories)
- Being a Scrum Master for Sprint cycle during deployment
- Holding regular project review calls / meetings with customers
- Identifying up sell opportunities and engaging Sales & Pre-Sales teams
- Validating and tracking of value delivered by ServiceNow solution
- Providing excellent customer satisfaction throughout the engagement cycle

What we are looking for

- Proven project leadership experience with enterprise software implementations
- Very strong communication skills with the ability to set appropriate expectations with the customer
- Project management software experience
- Comfortable leading workshops to the hierarchy of a Fortune 100 companies
- Experience managing projects deploying Web Technologies (XML, HTML, JavaScript, Web Services, etc.) or software development
- Global roll out experience, working with teams in multiple countries
- Program definition and management - managing multiple projects and initiatives in very large customer accounts
- Project Management certification in PMI or similar
- Agile Scrum experience and Scrum Master certification desirable
- Building Cross-functional teams to work in major accounts
- Previous Business Analyst experience desirable
- Technical or Architecture background required
- ITIL V2 or V3 Foundations Certification preferred

- College degree required
- Some travel required
- Competitive base salary, bonus program, equity, comprehensive benefits and training provided.
- Must be a team player!

About Pathways

Utilizing the ServiceNow platform, Pathways Consulting Group provides full end-to-end services around Enterprise Service Management (ESM). A solid ESM platform is key to ensure a successful implementation. Therefore, we also help organizations build and improve their ESM workflows and processes. This includes analysis of existing processes and workflows and evaluating all possible improvements, ensuring today's changes help build toward the vision of your future ESM practice.

We believe an organization's employees are their biggest asset. Our employees' professional growth means growth for the company as a whole. This belief is reflected in our employee training initiative, focusing on knowledge transfer, team building and one-on-one mentoring.

Pathways offers full benefits for employees including, but not limited to, paid and sick time off, vacation time, medical, dental, and vision insurance, 401K plan, FSA, and Life Insurance.