

Job Description: Engagement Manager

Contact Name: Kristen Pierce

Job Duration: FTE

Job Location: Olyphant, PA

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What you get to do in this role:

As a Pathways Engagement Manager, the successful candidate will perform project management functions and lead the successful delivery through the full lifecycle of client solutions. 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.

In order to be successful in this role, we need someone who has:

- 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 project 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 primary point of contact for a customer for stakeholder engagement and provides a conduit to other project 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 and other solutions
- Providing excellent customer satisfaction throughout the engagement cycle

Preferred experience and qualifications:

- 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
- Project planning and estimation skills
- Comfortable leading workshops with leaders of a Fortune 100 companies
- Experience managing projects deploying Web Technologies (XML, HTML, JavaScript, Web Services, etc.) or software development. ServiceNow experience strongly preferred.
- 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 Professional (PMI PMP) 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 desirable
- College degree required
- Some travel required
- Must be a team player!

About Pathways

Pathways Consulting Group is an Elite ServiceNow Partner with a core competency in Enterprise Service Management (ESM). We help organizations build the fundamentals to run more efficiently and align with their overall corporate strategy. We also provide organizations with the knowledge needed to enable them to make sound business decisions around people, process, governance and technologies, and to operate as a service provider for their customers.

Utilizing the ServiceNow platform, Pathways Consulting Group provides full end-to-end services around 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 our clients' future ESM practice.

Our slogan: We listen. We care. We execute.

Our core values

In 2019, Pathways was recognized by Consulting Magazine as one of the Top 20 Best Small Business Firms to Work For. This honor is due to the incredible culture that we have instilled across our organization. Pathways recognizes how critical it is to have a culturally solid organization to grow and scale; therefore, we have two core values: Be Collaborative and Be Exceptional.

Our entire company is held accountable to these values. Additionally, we make considerable investments in training initiatives, knowledge transfer, team building and one-on-one mentoring.

Our benefits

Pathways offers full benefits for employees including, but not limited to, paid and sick time off, vacation time, medical, dental, and vision insurance, 401(k) plan with employer contribution, FSA and life insurance.