

Job Description: Project/Engagement Manager	Contact Name: Mary Manzo
Job Duration: FTE	
Job Location: Remote or Olyphant, PA	Contact Email: Mary@pathwayscg.com

Position overview

As a Pathways Project/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.

What you get to do in this role

- Managing the successful delivery 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.
- Encouraging team ownership of project outcomes.
- 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.), and creating & reviewing estimates with the team throughout project.
- Resource planning at the project and sub-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 helps to meet business objectives.
- Planning and delivering project kick-off meetings.
- Facilitating requirement analysis workshops to translate business requirements to tangible configuration in ServiceNow (Stories).
- Providing standalone professional project management services to clients who need to augment their talent and skill sets.
- Performing the Scrum Master role when the Scrum framework is utilized.
- Conducting regular project review contacts with customers.
- Identifying win-win up-sell opportunities that help clients and engaging Sales & Pre-Sales teams.
- Validating and tracking of value delivered by ServiceNow and other solutions.
- Facilitating excellent customer satisfaction throughout the engagement cycle.

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

- 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 that involve 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.
- Experience with program definition and management - managing multiple projects and initiatives in very large customer accounts.
- Project Management Professional (PMI PMP), IPMA Level A, B, C certification, OR possession of the requirements to take the exams for those certifications..

- Agile Scrum experience and Scrum Master certification very desirable.
- A history of achievement in building and maintaining Cross-functional teams to work in major accounts.
- Previous Business Analyst experience desirable.
- ITIL V3 or V4 Foundations Certification desirable.
- College degree (strongly preferred).
- A willingness and ability to travel infrequently.
- Strong team skills!

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, technologies, and to operate as a service provider for their customers.

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. Pathways Consulting Group also provides highly skilled professional services to meet client needs by augmenting the talent and skills available to meet client needs.

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

Our core values

In 2020, Pathways was named the #2 *Best Small Firm to Work For* by *Consulting Magazine*. In 2019, we ranked #14. 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.