



# Implementation Manager

## JOB SUMMARY

DoubleCheck is seeking an Implementation Manager to join a growing team of agile engineers who are focused on delivering cloud-based, data-rich, customer-facing applications built around a .NET technology stack. The Implementation Manager is responsible for overseeing the planning, execution, and delivery of implementing customers onto the DoubleCheck platform. They will coordinate meetings, schedules and the timeline for implementation. They will serve as the point of contact for clients and team members and liaising between stakeholders and executive leadership. They will be highly collaborative within the team and with business stakeholders. The Implementation Manager is **fully remote**, with occasional opportunities to travel for team meetings and engagements.

## KEY RESPONSIBILITIES

- Manage the technical implementation process for new customers
- Work with all stakeholders to define requirements, workflows, documents and procedures to validate set-up necessary and guide customer through the set-up process
- Create and maintain customer specific project plans to ensure resources and partners are scheduled accordingly to complete tasks and manage client expectation for their implementation
- Thoroughly test and ensure accurate product set-up and drive client enablement by delivering initial end-user training
- Build strong relationships with client team members
- Provide support to customers by answering questions on the function and usage of the product
- Work with business users, product owners, customers, and leadership to understand on-boarding requirements, business and client processes and outstanding issues.
- Assist the team in creating a world-class application user experience and consistency across DoubleCheck applications
- Provide recommendations for application and systems improvements
- Adhere to safe and secure development practices and principles within an organization focused on regulatory and compliance requirements

## REQUIREMENTS & QUALIFICATIONS

- Associate or Bachelor's degree
- Project Management skills with License or Certification required by the position: PMP, FRM, CFA, BCSI, MHE, FPC, CPP, ITIL, SFTP, PMI
- Experience with Microsoft .NET
- Experience with one or more Javascript Web Frameworks (VueJS, React, Angular, Ember, etc.)
- Experience with Excel, Monday.com, PowerPoint, Power BI, Word