Implementation Project Manager – Contracted Position

**Position Overview:** The Implementation Project Manager will play a crucial role in overseeing and managing, planning, and executing technical and data systems projects. This individual will be responsible for ensuring the successful integration of current customizable CRM systems, analyzing data end points to various other platforms, and providing comprehensive training and support to MOSH staff. The Implementation Project Manager will collaborate with internal teams, external vendors, and stakeholders to ensure the smooth implementation and utilization of all technology solutions.

**Key Responsibilities:**

1. **Project Planning and Management:**
   - Develop and maintain a detailed project plan, including timelines, milestones, and resource allocation.
   - Coordinate and communicate with internal teams, external vendors, and stakeholders to ensure alignment and progress.
   - Monitor project progress, identify potential risks or issues, and implement mitigation strategies.
   - Ensure adherence to project budget and timelines.
   - Responsible for coordinating meetings and communication between necessary MOSH staff, vendors, and stakeholders throughout the project.

2. **CRM System Integration:**
   - Collaborate with IT teams and vendors to plan and execute the integration of current customizable CRM systems and various end points.
   - Identify and address data mapping and migration requirements.
   - Conduct testing and quality assurance to ensure seamless integration and data integrity.
   - Troubleshoot and resolve any technical issues related to the CRM system integration.

3. **Staff Training and Support:**
   - Develop a comprehensive training plan for all MOSH staff on the integrated CRM systems.
   - Deliver training sessions and workshops to educate staff on system functionalities and best practices.
   - Provide ongoing support and guidance to staff members as they adopt and utilize the CRM systems.
• Serve as a point of contact for staff inquiries, troubleshooting, and system-related issues.
• Create process documentation to ensure data systems are used efficiently.

4. Vendor Management:
• Coordinate with external vendors and consultants involved in the technology implementation.
• Establish and maintain effective working relationships with vendors, ensuring clear communication and timely deliverables.
• Monitor vendor performance and adherence to project requirements and contractual agreements.
• Escalate any vendor-related issues or concerns to appropriate stakeholders.

5. Documentation and Reporting:
• Maintain accurate and up-to-date project documentation, including project plans, progress reports, and system documentation.
• Generate regular reports on project status, milestones achieved, and any deviations from the plan.
• Provide timely updates to project stakeholders, management, and other relevant parties.

Qualifications and Skills:
• Bachelor’s degree in a relevant field (such as Computer Science, Information Systems, or Business Administration).
• Proven experience in project management, preferably in implementing technology solutions or CRM systems.
• Strong understanding of project management methodologies and best practices.
• Excellent communication skills, both written and verbal, with the ability to effectively collaborate with diverse stakeholders.
• Strong problem-solving and analytical skills, with the ability to identify and resolve issues in a timely manner.
• Ability to multitask and manage competing priorities in a fast-paced environment.
• Strong leadership and team management abilities.
• Knowledge of CRM systems and experience with their implementation is preferred.
• Experience with Salesforce is preferred.
• Certification in project management (such as PMP) is a plus.