

TECHNICAL DELIVERY MANAGER - CUSTOMER SOLUTIONS

Objectif Lune, a world leader in software solutions transforming data and documents into adaptative client communications, is looking for a **Technical Delivery Manager** who wants to make real a difference within a multidisciplinary team providing professional services to its end-users.

Using the right mix of product knowledge and project management skills, the Technical Delivery Manager provides our clients with an exceptional experience while ensuring the smooth running of projects.

Are you versatile, always looking for cutting edge solutions and highly organized? Do you want to evolve in a friendly work environment, fostering relationships and offering constant but very stimulating challenges? This job may be for you!

YOUR TECHNICAL KNOWLEDGE

- Proficiency in JIRA, AGILE and Scrum
- Knowledge of HTML, CSS, and JavaScript
- Excellent understanding of business processes
- Demonstrated abilities in project planning

YOUR KEY RESPONSIBILITIES

- Manage multiple customer projects simultaneously using an Agile approach
- Analyze projects and create Scopes of Work
- Act as the main point of contact for customers and manage their expectations
- Support stakeholders in all phases of the project
- Orchestrate kick-off calls and technical discussions between stakeholders
- Control change requests
- Define and maintain project plans
- Identify issues, risks and dependencies for handling
- Monitor and communicate progress, and ensure delivery according to Scope of Work
- Create test plans and manage their execution to ensure the quality of deliverables
- See to the constitution of the documentation of the solutions as well as the security of customer data
- Participate and coordinate knowledge transfer to internal teams and customers.
- Participate in pre-sales activities as needed
- Liaise with Product Management and R&D

YOUR PROFILE

- We work in French but most of our communications with our clients are in English. It is therefore an absolute must to be fluent in both languages.
- You are skilled at managing priorities in a multitasking environment
- You demonstrate leadership and are able to make sound decisions quickly
- Your approach is always customer and result oriented
- You easily understand business needs
- Your analytical mind is always looking for clever and innovative solutions
- You are able to communicate clearly both with highly technical and non-technical people.
- You interact easily with others and are a skilled negotiator
- You are in your element in a fast-paced production environment with tight deadlines
- You pay attention to details, demonstrate thoroughness and are well organized
- You have the ability to inspire and motivate developers
- You appreciate being trusted and given a lot of latitude.

YOUR EDUCATION & EXPERIENCE

- At least 2 years of experience in project management
- Degree or work experience in a technical environment
- Asset: Experience in the development of turnkey or software solutions
- Asset: Experience in creating Statement of work

WORK LOCATION & SCHEDULE

- Montréal (HoMa), QC
- Telework in times of pandemic | Hybrid formula post-pandemic
- Flexible schedule from Monday to Friday

INTERESTED?

<https://objmtl.bamboohr.com/jobs/view.php?id=104>