

# JOB DESCRIPTION

## JOB TITLE: Implementation Project Manager

### JOB SUMMARY:

As a leading voice solution provider, Mountain Leverage is seeking an Implementation Project Manager to join our growing team. In this role, you will own ensuring that the customer and prospect experience meets the Mountain Leverage 'white-glove' expectation we set as a company. As the Implementation Project Manager, you will assist customers by filling roles in project management, systems design, software quality assurance testing, and implementation. In addition, leading technical and process training events, both in-person and remote, may be required.

### WORKING CONDITIONS:

#### Location:

1. Home-based office that allows for a professional environment for inbound and outbound communications
2. ~50% travel

#### Other:

1. Extending coverage outside of normal work hours may be required
2. Available to be on call in our after-hours support coverage rotation will be required (about 1 evening/week)

*Before any technical or educational requirements are considered, all Mountain Leverage employees must possess traits of honesty, integrity, and honor. They must be flexible, adaptable, and open to change. They must also be critical thinkers, problem-solvers, and team-players. And last but not least, they must have a great sense of humor and desire to have FUN at work!*

### MINIMUM REQUIRED QUALIFICATIONS:

- Education:
  - Bachelor's Degree
- Experience:
  - 5+ years experience with Vocollect Solutions and Technology
  - 3+ years experience in a project management role
  - Technical experience in a support environment, including working directly with the end user
- Capable of working with and leading a distributed workforce/team.
- Knowledge of effective change management strategies and skills in driving and implementing change.
- Project management capabilities in tracking progress of both customer and internal tasks leading towards a successful solution implementation.
- Skill in providing leadership and motivating staff.
- Highly customer-oriented.

### PRINCIPAL DUTIES & RESPONSIBILITIES (Essential Functions):

- Seek out additional training and methods to improve yourself, the team, and the processes.
- Manage day-to-day tasks productively, without need for direct management involvement.
- Assist with product specifications (e.g. wish list, future development, new ideas, etc).
- **Project Management Responsibilities**
  - Act as a trusted functional and technical advisor to prospective and active customers.

- Establish strategic relationships and a vision for developing a committed and highly satisfied customer.
- Provide consultative recommendations as well as integration and application design input to the prospect or customer.
- Provide customer feedback to the product management and engineering teams to capture new customer requirements and enhancements.
- Lead and support customer project teams through all phases of the project lifecycle providing task management, support, coaching, motivation, and focus.
- Be an advocate for the customer, ensuring the customer receives the best service and the best solution possible.
- Seek out additional training and methods to improve yourself, the team, and the processes.
- Actively participate in customer design sessions by applying previous experience.
- Prepare required project documentation including project plans, project charter, status reports, change requests, and resource requests.
- **Implementation Responsibilities**
  - Completion of customer software upgrades including pre-upgrade / post-upgrade customer communication and utilization of support tools for both server and mobile device firmware / software upgrades.
  - Work closely with operations and technical contacts at customer sites to plan and execute successful solution implementations.
  - Lead the creation of detailed implementation and cut-over plans.
  - Lead on-site implementation events by coordinating with leadership and end-users of the solution.
  - Lead train-the-trainer events at customer sites and provide documentation to allow for the customer to continue to train additional users after the go-live.
- **Quality Assurance Responsibilities**
  - Review specification documents, change requests, or statements of work for completeness, accuracy, and feasibility, and prepare test documentation and work effort estimates.
  - Perform high-level testing to simulate customer use of an integrated voice solution. This includes test setup, execution, and problem reporting and documentation.
  - Timely completion of verification efforts within defined schedule.
  - Effectively communicate issues cross-functionally (e.g. with product management, project management, or development).
  - Reproduce field problems and help support when needed.
  - Assist customers with test plan development and execution.

## **KNOWLEDGE, SKILLS & ABILITIES:**

- Required
  - Skill in managing multiple tasks, often with competing deadlines.
  - Exceptional communication skills in order to work effectively in a technical environment as well as in a non-technical business user community.
  - Assess performance of team members, providing feedback as needed.
  - Ability to communicate task priorities to a distributed workforce.
  - Ability to execute tasks with minimal supervision.
  - Ability to adapt and willingness to learn new technology or techniques.
  - Strong organizational skills -ability to organize, analyze and execute several concurrent tasks and activities.

To apply, send resume and brief introduction to: [careers@mountainleverage.com](mailto:careers@mountainleverage.com)

# Mountain Leverage Core Concepts

Please consider the below core concepts for Mountain Leverage before considering employment.  
All members of the team are expected to strive towards living these values in their daily work.

## Founder Mindset

Values	Declarations
<ul style="list-style-type: none"><li>★ Passion</li><li>★ Impact</li><li>★ Judgment</li><li>★ Innovation</li><li>★ Problem solving</li><li>★ Continuous improvement</li><li>★ Fearlessness</li></ul>	<ul style="list-style-type: none"><li>★ We are <b>waging war on the status quo</b> by solving problems in a new way or even creating a new industry entirely.</li><li>★ We have a deep understanding and <b>connection to what our company stands for</b>.</li><li>★ We are <b>obsessed with the details</b> of our business and focus on the customer connection.</li><li>★ We insist that <b>we all think like owners</b>.</li></ul>

## Artisan Perspective

Values	Declarations
<ul style="list-style-type: none"><li>★ Integrity</li><li>★ Impact</li><li>★ Excellence</li><li>★ Creativity</li><li>★ Passion</li><li>★ Critical thinking</li><li>★ Detail oriented</li><li>★ Abstract thinking</li><li>★ Possibility</li></ul>	<ul style="list-style-type: none"><li>★ We are intentional about our craft, <b>beginning with the outcome in mind</b>.</li><li>★ We take special care to <b>select the best fit material</b> and/or product for any project.</li><li>★ We are <b>attentive and learn through humility</b>, not to be limited by past successes or failures.</li><li>★ We realize great value in <b>perfecting the processes of creation and optimization</b>.</li></ul>

## Industrial Ingenuity

Values	Declarations
<ul style="list-style-type: none"><li>★ Grit</li><li>★ Consistency</li><li>★ Ingenuity</li><li>★ Diligence</li><li>★ Persistence</li><li>★ Independence</li><li>★ Tenacious</li></ul>	<ul style="list-style-type: none"><li>★ To ensure successful outcomes, we recognize the value of <b>consistent, industry-leading execution</b></li><li>★ We willingly <b>sacrifice our comfort in exchange for the value of hard work</b>.</li><li>★ We roll up our sleeves and employ <b>ingenuity, toughness, and technology</b> to overwhelm any challenges in front of us.</li><li>★ <b>We do what it takes to get the job done</b>, within the boundaries of our ethics.</li></ul>

### Warrior Spirit

<p>Values</p> <ul style="list-style-type: none"><li>★ Honor</li><li>★ Dedication</li><li>★ Effective communication</li><li>★ Resilience</li><li>★ Collaboration</li><li>★ Preparedness</li><li>★ Purpose</li></ul>	<p>Declarations</p> <ul style="list-style-type: none"><li>★ We will communicate consistently and effectively, <b>never leaving stakeholders uninformed.</b></li><li>★ <b>We courageously stand by our team</b>, which includes employees, customers, partners, vendors, and other stakeholders.</li><li>★ We will always endeavor to <b>uphold the prestige, honor, and high esprit de corps of Mountain Leverage.</b></li><li>★ We <b>prepare and train as we plan to battle</b>, with the highest of honor, excellence, and dignity.</li><li>★ We acknowledge and appreciate customer trust; <b>we will never break that trust.</b></li><li>★ <b>We never accept defeat.</b></li></ul>
--	--

### Farmer Virtue

<p>Values</p> <ul style="list-style-type: none"><li>★ Credibility</li><li>★ Natural Law</li><li>★ Empathetic</li><li>★ Ecological</li><li>★ Fairness</li><li>★ Accountability</li><li>★ Stewardship</li><li>★ Resourceful</li><li>★ Nurturing</li></ul>	<p>Declarations</p> <ul style="list-style-type: none"><li>★ <b>We do not cut corners in our quest for greatness.</b></li><li>★ We understand that <b>all actions have an impact elsewhere in the world</b>, both locally and globally</li><li>★ We have an innate responsibility to be <b>excellent corporate citizens.</b></li><li>★ We treat all people with <b>respect, kindness, and empathy.</b></li><li>★ We <b>think positively and plan accordingly</b> for the harvest ahead, while also tending to the work of today.</li></ul>
---	---