



Project Manager (Telephony/IVR)

If you are looking for a new challenge and like a high-energy environment working with innovative technologies, then you'll fit right in at Vocantas. At Vocantas, we value team-work and innovation.

Vocantas is growing, as the demand for our proven successful IVR solutions has increased. So now, we need you! A high energy, detail oriented Project Manager to own, develop and implement technical, cross functional R&D and customer projects from initiation through to delivery and formal product launch. The Project Manager serves as the liaison between the customer, and internal technical and non-technical departments in order to ensure that all targets, including schedule and budget, are met.

Reporting to the CEO in this newly created role you will manage all interactive voice response build projects from pre-sales through all stages of development of the complex state-of-the-art software products in the Microsoft .NET environment through to support and maintenance stage. Your day-to-day responsibilities will involve overseeing, documenting and managing all projects in the pipeline including the sales and marketing organization and the research and development team.

Job Description

- Plans and manages project deliverables and interdependencies from cross functional teams including but not limited to; customer support, marketing, sales, research and development, architecture, training and operations.
- Manages multiple, concurrent, cross functional R&D and customer-specific programs from concept to full production and delivery.
- Manages the day-to-day operational and tactical aspects of multiple large scale projects
- Responsible for meeting overall schedule and budget committed at the project plan commit gate
- Monitors project deliverables and progress through continuous communication with project members and the customer.
- Tracks program time, R&D effort, and cost and schedule performance against initial estimates. Recommends business and operational improvements to optimize quality, cost-effectiveness and speed of delivery
- Support the Sales Directors to accurately forecast revenue and margins to be included in project Business Cases
- Manages key customer deployments where appropriate.
- Provides on-going financial analysis on each program. Reports on program status and internal resource utilization regularly.
- Manages scope and ensures successful mitigation and closure of defects, and project risks identified by the project teams and customers. Escalates issues to appropriate level and manages through to resolution
- Works with the project teams to ensure all phase gating activities are completed and prepare gate review presentations for senior management review and approval
- Chair regular status meetings with the project teams and the customer, working through open action lists and resolving with negotiation and mitigation strategies
- Problem solve, multi task, coordinate and schedule people, equipment and materials
- Tactfully communicates sensitive information, and handles difficult personnel and customer situations directly, using appropriate discretion, HR advice, and respect for the individual.
- Ensures a positive work environment.
- Works under limited supervision.



Mandatory Qualifications:

- Project management and reporting
- Project leadership
- Project planning
- Excellent communications skills
- Advise on project budget process
- Leadership

Necessary Skills & Experience:

- Exposure/experience in project management
- Understanding of revenue and cost management
- Ability to multi-task and work independently
- Self-starter with excellent problem-solving skills
- Detail-oriented

Skills and experience considered assets:

- Previous IVR (Interactive Voice Response) system development experience
- Knowledge of telephony and/or fax (Dialogic, SIP)
- Membership in PMI or other professional body and be actively progressing toward PMP certifications or have attained PMP certification or equivalent business experience would be an asset
- Visual Studio .NET (VB.NET, C#)
- Computer hardware knowledge
- Windows Operating System (XP, 2003/2008 Server, Vista)
- A second language (French and/or Spanish) considered a valuable asset

Please send your resume in MS Word format to careers@vocantas.com with the position title and salary expectations in the subject line. No phone calls please.

All applications must include your anticipated salary expectations in the subject line to be considered.