

# EqualLevel

## B2B eCommerce Implementation Project Manager

In support of our ongoing growth, we are seeking a talented and ambitious professional to join our team. We are looking for an Implementation Project Manager to build and maintain strong customer relationships to facilitate a positive and productive long-term relationship and ensure customer loyalty. This is a remote position with preference given to candidates in the Texas or Maryland area.

### Responsibilities

- Responsible for new customer implementations of the EqualLevel eCommerce Solution in varying degrees of complexity.
- Establish solution implementation project plans with milestones and track to completion.
- Engage with customers to capture customer requirements and business processes.
- Configure proprietary EqualLevel Marketplace solutions to customer requirements and specifications.
- Coordinate with the Product Integration team to establish connections to external systems.
- Coordinate with the Product Management team on customer change requests, including bug fixes, implementation productivity enhancement, and new feature requests.
- Coordinate with the Supplier Enablement team to ensure a customer's contracted vendors are established at their highest eCommerce capability.
- Develop customer facing user's guides and videos.
- Support the Sales team on solution demonstration and presentation to prospective customers.
- Escalate critical customer requests and issues to the EqualLevel leadership group.
- Contribute towards the continuous process improvement effort to optimize solution delivery.

### Requirements

- 4+ years of experience as a software implementation project manager.
- 2+ years of experience in eCommerce punchout site integration experience using cXML, EDI, and/or OCI standards.
- In depth knowledge of SaaS model delivery.
- Experience in the eCommerce software industry.
- Exceptional analytical and critical thinking skills. Ability to take on a task and formulate a plan of approach.
- Ability to work on multiple implementation projects concurrently.
- Ability to establish implementation project plan and track to closure.



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- Ability to thoroughly document and produce work products.
- Proficient with Google Apps and/or MS Office suite.
- Excellent verbal and written communication skills to be able to interface with customers directly
- Bachelor's degree with major in Computer Science, Engineering, or Business Administration, or related fields.
- Exceptional analytical and critical thinking skills. Ability to take on a task, formulate a plan of approach, and deliver a complete result.

## Nice to have.

- ERP (SAP, Oracle, Tyler, Frontline, NetSuite, etc.) integration experience.
- Understanding of Software Development Life Cycle (SDLC) or Agile methodology.
- Understanding of Procurement Life Cycle.
- Experience with Atlassian JIRA and Confluence or a similar tool.



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