

Project / Commercial Manager

1 Organization Details

Job Title	Project / Commercial Manager
Department	Professional Services
Location(s)	Seattle / Denver

2 Tribold Company Background

Tribold develops and delivers world-class product management software for the global Communications Service Provider (CSP) industry. Our software solutions provide extraordinary value to our customers, solving the most complex business and product data management issues through software innovation.

With locations in the UK, North America and Asia-Pac, Tribold has a strong international presence for selling and implementing our enterprise product management solutions whereby we empower CSPs to put products at the heart of their business. By enabling dramatic improvements in their product management performance, CSPs can drive increased profit from their products.

Tribold has continued to achieve significant success in sales, implementations and awards for the innovation and quality of our product. We are a major global force in communications software applications.

We are looking for individuals with strong ambitions for professional growth and impacting major change in the CSP industry.

3 Job Description

The primary responsibility of the Tribold Project / Commercial Manager is to scope, plan and manage all aspects of Tribold solution implementations across customers.

The project management facet focuses on the delivery of a project or multiple projects, both external and internal. The commercial management facet focuses on managing project P&L, estimating for prospective projects and assisting in the financial governance at the Professional Services group level.

It is not uncommon for the Project / Commercial manager to also have a functional role in the delivery of a project (e.g., PLM / Product Modeling activities to compliment the software implementation).

There will be a strong customer facing element to the role, with the majority of work done at various customer sites. As such, the role is primarily project-based, working onsite at the customer's premises. Therefore, the desire and flexibility to travel is essential.

Projects can last anywhere from 2-12 weeks and up to 12-24 months.

There will also be times when staff are requested to work on internal projects, often involving external third parties (e.g., integrating Tribold software with 3rd Party software for proofs-of-concepts or pre-integrated solutions).



3.1 Responsibilities

Responsibilities / Tasks

- Work in a customer-facing, time-driven project delivery environment
- Work with the customer or specified 3rd Party Systems Integrator to:
 - Manage single or multiple projects on behalf of customers through parts of or the entire project lifecycle of a Tribold implementation
 - Participate in delivery aspects of the project as necessary (e.g., requirements, design, etc)
 - Create and maintain overall project strategy and plans in line with the Tribold implementation methodology
 - Project estimating, work and resource planning for current and upcoming phases
 - Ensure clear objectives, roles, responsibilities and deliverables are agreed and communicated to all relevant parties
 - Allocate tasks and monitor individuals' progress
 - Work with partner managers to ensure the right resources are assigned to the correct tasks
 - Work with any partners and customers to ensure that key milestones are met
 - Manage customer and partner staff involved in the delivery
 - Oversee, track and monitor all aspects of project quality, risk assessment, issues management and project reporting
 - Drive issues and risks to resolution
 - Ensure all documentation and reporting is clearly communicated to relevant parties in a timely, clear and effective manner
 - Manage all project related budgets and costs ensuring overall profitability targets are achieved
 - Track and assist with Change Request prioritization, tightly managing against up front scope agreement
 - Escalate to other teams / communication to other teams in the program
 - Communicate / escalate new requirements and product issues to Tribold Product Management
 - Coordinate Tribold cross-team solution creation
 - Track project work orders
 - Identify / scope new business
- Manage and report on project financials / P&Ls
- Time and expense reporting oversight
- Support internal financial reporting and oversight processes for PS revenues and expenses
- Managing internal projects as necessary
- Provide support to junior Tribold staff
- Contribute to internal asset development:
 - Regularly contribute to improving implementation tools and Delivery Methodology
 - Develop training materials for the Training competency
 - Assist in the delivery to Tribold training
 - Regularly contribute to the PS forums
 - Regularly contribute new product roadmap ideas



3.2 Candidate Performance Criteria and Prerequisites

Qualifications	University degree
Previous Experience	5-7 years experience
Skills / Abilities	<ul style="list-style-type: none"> • Practical <ul style="list-style-type: none"> ○ Ability to scope, define and plan solution implementation projects with minimal support and at the lowest level of detail ○ Ability to manage project deliveries against agreed scope and timelines ○ Ability to identify and source the right skills and personnel for a given project ○ Experience in managing software implementations within the Communications industry ○ Ability to understand and proactively manage project financials and project level P&Ls ○ Ability to identify and develop new business opportunities within existing customers • Functional <ul style="list-style-type: none"> ○ Understanding of the functional, technical and data make-up of CSP products across product lines ○ Understanding of the typical retail product lifecycle management process (not the same as software development lifecycle) ○ Process Engineering skills / Process Management skills ○ Knowledge of CSP BSS & OSS systems ○ Familiarity with general eTOM, TAM and SID concepts ○ Ability to lead requirements and design workshops ○ Ability to understand customer business requirements and relate them to Tribold technologies • Technical <ul style="list-style-type: none"> ○ Expertise with Microsoft Office applications and tools, especially Excel and Project ○ Ability to adhere to the Tribold Delivery Methodology during implementation ○ Ability to utilize the standard Tribold tools and templates during implementation
Additional Requirements	<ul style="list-style-type: none"> • Flexibility to travel domestically and internationally • Experience with the CSP / Telco industry • Consultancy and customer facing approach to working • Commercial awareness (budgets, costs, etc) • Problem solver • Good communicator of technical ideas • Self starter who can operate independently • Highly motivated and goal orientated • Well organized and able to meet deadlines • Flexibility in approach • Ability to tolerate change and ambiguity



- Ability to work effectively in teams
- Tenacity, persistence
- Ability to handle stressful situations in a highly pressurized environment