

Technical Implementation Manager

Validis is a FinTech company with an innovative SaaS / managed enterprise platform for the finance sector. The company is currently on-boarding some major customers (incl. Big 4 audit, tier 1 banks and other FinTechs) and has a strong pipeline of client implementations. We're looking for a highly motivated Technical Implementation Manager to join our Operations team and lead our customer on-boarding. .

Job Description

- The Technical Implementation Manager is responsible for taking new clients from pre and post-sale through the pilot and integration process to full rollout of the company's product within that client
- Deliver and continuously improving client onboarding and project management processes
- Work with stakeholders internally and externally to define and scope project aims, deliverables, and initiation activities
- To plan and manage Projects within agreed timescales and budgets, producing and maintaining clear and detailed Project Plans
- Become an expert in the Validis product and it's set of APIs to guide and advise clients on implementation and product roll out best practices
- Maintain a client update board using the tooling of your choice to update and inform the senior management team
- Form a key part of the product management feedback loop to ensure the product roadmap is developing upon client needs
- Work across a cross-functional team coordinating with Sales, Development, Support and Product functions
- Ability to effectively handle multiple projects, and support multiple clients at once
- Identify opportunities during implementation to optimize client system performance, promote client programs, and grow client accounts

Required Skills

- 3+ years technical project management and implementation experience
- Product rollout/implementation experience (ideally for a SaaS product)
- Strong verbal and written communication skills
- Excellent communication and presentation skills

Desirable Skills

- Degree/Masters in a Business/Technical/Engineering related discipline.
- Experience of working with Financial Accounting Packages
- Experience in the Financial Services industry preferred but not essential
- Keen interest in APIs and integrating products and services
- Consultancy/Change Management background

Candidate Profile

- A self-starter who has a track record of delivering in a fast-paced environment
- Takes ownership of issues and sees them through to resolution
- Ability to be a hands-on lead, driving execution and strategy
- Strong analytical and technical skills
- Experience engaging with people across a variety of levels with diverse backgrounds
- A great communicator who understands that knowledge sharing produces the best results for the team and business