



Implementation Project Manager

Location: DFW (or remote)

Direct Hire

The Business

Constellation Dealership Software provides customized, mission critical software to some of the largest, most successful dealerships in North America and UK. We value long term relationships with our clients, with the majority of our revenues flowing from recurring revenues. We are part of Constellation Software Inc, a Canadian listed corporation which has an average compound growth rate of 28% per annum over the past 10 years. Constellation's mission is to acquire, manage and grow market-leading software businesses that develop specialized, mission-critical software solutions to address the specific needs of our particular industries.

The Job

The **Implementation Project Manager** works within the Professional Services Team (PSG) and is responsible for leading and overseeing end-to end implementation projects, training, and migrations.

This role focuses on specific software implementation projects in partnership with clients, advising them how to use Constellation Dealer Management System (DMS) software products to meet their business objectives or overcome problems. The **Implementation Project Manager** serves as a single point of contact for our customers according to the agreed-on project plan, within the defined timeline and budget, that results in highly satisfied customer satisfaction. These projects can involve new customers or existing customers expanding their current relationship with our company.

Responsibilities:

- Receive hand off from Sales
- Lead kick-off calls for new implementations
- Coordinate the receipt and disposition of data files that need to be converted
- Serve as the liaison between the data conversion specialist and the customer
- Schedule technical conversions, implementations, and training engagements
- Review issues reported by clients / trainers and assigns tasks to the appropriate resource for resolution
- Meet with customers to validate and set expectations for the implementation/training engagements
 - Schedule, track and communicate client implementation milestones and training both written and orally
- Manage engagements through project management best practices against a defined project plan
- Follow up with clients in a timely manner
- Conduct handoff to support meeting post implementation

Required Skills & Experience:

- Minimum BS, preferably in Business Management or IT related field
- Minimum of 5 years of experience leading implementation projects in a software environment leading multiple projects at the same time
- Minimum of 5 years of hands-on software implementation experience/prior consulting experience a plus



- Accounting or ERP software experience a plus
- Experience with windows/Client Server/SQL platforms
- Excellent customer-service skills
- PMI certification a plus
- Valid passport for Canada/USA travel, when required
- Independent self-starter with a can-do attitude
- Must have excellent consultative and communication skills

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.