



Project Manager/Webex Contact Center Engineer Job Description

Summary

The Project Manager/WCC Deployment Engineer will be responsible for ensuring a smooth onboarding process for new customers onto cloud-based products. This includes working closely with the sales and customer teams to understand the customer's needs, configuring the product to meet those needs, and providing training and support to ensure the customer is fully utilizing the product to its full potential.

Essential Duties and Responsibilities

- Work closely with the sales and implementation teams to understand customers' needs and ensure the product is configured to meet those needs
- Provide training and support to customers during the onboarding process to ensure they are fully utilizing the product to its full potential
- Troubleshoot and resolve any issues that arise during the onboarding process
- Collaborate with the product development team to provide feedback on product enhancements and suggest new features based on customer needs
- Stay up-to-date on the latest developments in cloud and AI technologies and ensure the product is utilizing the latest best practices
- Document and share best practices and lessons learned with the wider team to improve the onboarding process.
- Ensure effective onboarding lifecycle management
- Continually refine and document onboarding best practices
- Review and monitor project activities against definition, schedule, and costs
- Publish monthly/quarterly project report summaries as required
- Inform management in a timely manner of risks and issues which may result in a delay in project schedules so that appropriate action may be taken
- Provide technical escalation support to customers via phone, email, and remote access
- Troubleshoot and resolve technical issues related to the company's cloud-based products
- Provide guidance and assistance to customers on product usage and best practices
- Other duties as assigned by management
- On rare occasions as needed, travel to customer's location(s) to assist with deployment
- Participate in Cisco events as designated

Reports To

Operations Director



Qualifications

- Bachelor's degree (or similar experience) in Computer Science, Computer Engineering, or a related field
- 2+ years of experience in a similar role
- Strong understanding of cloud technologies
- Excellent communication and problem-solving skills
- Familiarity with programming languages such as Python, JavaScript, and Go is a plus
- Ability to work well in a remote, fast-paced, deadline-driven environment

Outcomes

- Improved project management of strategic projects and customers
- Improved project completion
- Improved predictions
- Improved stakeholder satisfaction

Processes and Systems

- Smartsheets – project management tool
 - Project organization
 - Project reporting
- SFDC – Documentation tool
 - Order Task Notes to notate communication
- Webex/Control Hub
 - Customer and system management
- Cascade
 - Order management

Score Cards

- Project Status Report
- Project Change Report
- Project Completion Report
- Customer Satisfaction Survey