Director of Implementation Services

This position is responsible for building a profitable Implementation Services business in the US, covering our IBM Cognos clients and prospects primarily in the Midwest and Southeast.   Lodestar Solutions is a growing Premier IBM Cognos Partner.

The Director of Implementation Services leads multiple Software Implementation Teams across customers. They are responsible for project management, team management and quality of customer focused delivery. Generates timelines, estimates costs, and ensures projects meet the needs of the client organization. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others.

<u>**Director of Implementation Services**</u>
With very limited direction and oversight, the Director of Implementation Services provides day to day and strategic leadership to a team of Implementation Service Specialists. The Director of Implementation Services is accountable for a defined book of clients and all associated client Implementation projects. The Director of Implementation Services is responsible for applying expert knowledge of the implementation and large project process, providing strategic direction, making decisions and solving complex problems to move the business forward while managing an integrated team of Service Specialists.

Additional responsibilities include, but are not limited to: allocating resources based on project demand, proactively leading the identification and design & implementation of process improvements. Decisions are made, based on information provided, to support associates in solving problems. The Director of Implementation Services is empowered to make tactical day-to-day and long term strategic decisions and is accountable for all activities performed by the team. The Director of Implementation Services assists in and communicating general company direction, mission & vision and is accountable for merit, bonus and promotion recommendations/communication.

The Director of Implementation Services may be asked to act as the Implementation leader in one or more of our projects. In this capacity, the Director would be the on-site contact and escalation point for all team members in that project, regardless of direct reporting structure.

The Director of Implementation Services reports to the Executive VP of Operations. There are three key objectives of this role:

1. Create and maintain a highly skilled team of Implementation Services Specialists,
2. Profitably manage a defined book of clients and their associated Implementation projects,
3. Work with the management team to define and execute strategies.

Primary Responsibilities

- Actively engage with new business scoping & estimating activities, including providing resource estimates & capacity management oversight.

-Support the scoping of projects by providing project resource estimates that represent the level of effort required to support the projects/initiatives.

- Manage team allocation by ensuring that each associate has a manageable workload and reallocating resources as needed. Monitoring and managing team headcount to functional budget.

- Actively engaged as a member of the new business pursuit teams by partnering with the Sales organization in RFP response creation, site visit preparation / delivery…etc.

- Work closely with other team members on various project and initiatives.

- Develop relationships across the organization and listen to the needs of internal and external customers.

- Cultivate open communication with customers, and business partners in an effort to identify opportunities to improve processes and Methodologies

- Establish clearly defined goals, objectives, responsibilities, competencies and development plans for each member on the team

- Coach, mentor and develop team members.

- Ensure team members are appropriately trained to handle day to day activities.

- Provide coaching and performance feedback through one-on-one meetings, staff meetings and other communication as appropriate.

- Prepare and deliver written team member performance reviews in accordance with company policy.

- Manage day to day team member issues and conflict resolution

- Hire and retain top talent.

- Keep abreast of industry trends and best practices, market data and new product rollouts.

- Manage relationship with senior client contacts and other leadership to provide key leadership and oversight to large client implementations.

- Provide leadership to multiple implementations and facilitate the cross project / cross functional team to develop and implement solutions to address our clients' requirements.

- Take an integrated approach to solutions, keeping in mind coordination with all IBM Cognos modules.

- Develop and maintain strong working relationships with Operations leadership by ensuring that transitions to Operations are smooth and successful.

Education and Experience

- Undergraduate degree is required.

- Masters degree is preferred.

- PMP certification is preferred.

- Previous implementation and project management experience is required.

- Technology experience is preferred.

- Candidates should have 10+ years business experience, with 5+ years managing teams and recruiting talent.

- Experience with analysis and project life cycle methodologies as well as an understanding of the implementation project life cycle is required.

- Solid PC skills including usage of the full MS Office Suite is required.

- Experience presenting to a variety of levels including senior management is required.

Skills and Knowledge

- Demonstrated ability to manage multiple resources across multiple locations who are working on complex projects and tasks simultaneously.

- Strong and proven ability to develop, coach and mentor team members.

- Strong collaborative, negotiating, influencing, leadership and decision-making skills.

- Excellent written and verbal communication skills.

- Ability to foster and maintain strong, collaborative working relationships with internal stakeholders, resources, management, support staff, and third party vendors.

- Ability to multi-task in a challenging, fast paced, matrix management organization. Ability to make decisions based on a broad range of issues, within and outside the control of the day to day working environment.

- Remote Team Management required due to multi-location site strategy.

- Must have strong presentation skills and be comfortable presenting in front of large groups, including executives and clients.

- Ability to provide strategic analysis and consult with senior leaders.

- Ability to identify, define and execute upon opportunities for improvement and recommend alternative solutions to process inefficiencies.

- Ability to solve a variety of problems typically with very complex scope using exceptional problem solving, analytical, and project consulting skills.

-Cognos solution expertise and people development responsibilities.

 -Ability to support pre-sales efforts and activities at existing customers and new prospects.

-Responsibility for services revenue delivery, chargeability and managing sub-contractor resources to ensure profitable delivery.

Desired Skills & Experience

 Bachelor's Degree required in business, finance/accounting or technical discipline. Masters degree preferred.

 Minimum of seven to ten years consulting experience in systems implementation and integration, process re-engineering or a related discipline is required.

 Project Management skills a must.

Consulting experience at manager level or above a plus (either at a Big 5-type, Major Software Company or boutique firm).

 Minimum 3-5 years experience with technology implementation in the Business Analytics, Business Intelligence and Financial Performance Management.

Experience with IBM Cognos solutions preferred.

Ability to travel 40% to 60% of time.

Demonstrated ability to successfully manage small and large scale projects a plus.