



Position Description	
Position:	Program Manager
Department:	Services – Cintellate, Compliance Americas
Location:	Open

Supervisory Responsibilities (if any):

N/A: This is an individual contributor role.

Job Scope and Accountabilities:

The SAI Global Services Organization assists clients in planning for, implementing and managing global compliance, risk, and quality management initiatives:

- Cintellate is one of the key software platforms utilized and is a highly recognized market leading best practice Governance Risk and Compliance (GRC) and Environmental, Health and Safety (EH&S) management software solution; and
- The Program Manager is an integral part of an implementation team responsible for the delivery of consulting services to customers across North America.

Key Responsibilities:

- Provide full life cycle management for implementations of commercial software applications and consulting services;
- Manages multiple simultaneously scheduled projects within specified schedule and budget;
- Manage project requirements, scope, change management, and project risks to include mitigations and recovery plans;
- Serve as primary point of contact and client interface for all projects assigned, developing strong relationships and managing client expectations;
- Provide administrative management deliverables to include; invoice requests, project status updates, financial and resource projections within identified periods;
- Participate in client services or technical configuration reviews as required;
- Organize and manage the verification testing of client configurations or the Business Configuration, including but not limited to:
 - Preparation of test plans and test cases; and
 - Coordinating with QA resources to ensure quality targets are met.
- Lead scoping and requirement workshops to gather client’s technical requirements and translate them into project scope and deliverables;
- Collect and consolidate requirements for client’s existing Business processes and/or new Business processes;
- Prepare design documents and specifications for new and existing client Business Processes within the Cintellate business configuration;
- Ensure standardization and continuous improvement of implementation processes and methodologies for all aspects of service delivery;
- Provide estimates for work to be done for the purpose of project planning;

- Participate in customer lessons learned sessions and project implementation audits to evaluate service delivery quality and overall customer satisfaction levels;
- Identify and prepare new component requests when required;
- Develop baselines in the Business Configuration for current and future business processes that can be utilized by client services for all new client configurations;
- Provide input and feedback on software functionality to product management and product development to ensure that it meets the requirements that have been identified as necessary for the Business Configuration; and
- Actively participate and contribute to the development of continuous improvement initiatives related specifically to the implementation and support of the software of stakeholders.

Experience Required:

- Prior experience managing, implementing or supporting business workflow commercial software systems;
- Prior experience organizing and conducting requirements gathering workshops and developing solution design specifications;
- Have an understanding of database systems, software development cycle, and best practices; and
- Sound technical specification writing and/or documentation skills.

Education/Professional Qualifications:

- Bachelor's degree in Computer Science, Management Information Systems, Engineering or related field or commensurate level of experience; and
- Minimum of 5+ years experience integrating and/or managing Cintellate software or similar Governance, Risk and Compliance software system integrations.

Interpersonal Skills:

- Excellent interpersonal, written and verbal communication skills required;
- Proactive self-starter who can meet the demands of this hands-on role;
- Ability to work successfully with both internal team members and external clients to ensure client projects are met on time;
- Excellent problem solver with the ability to prioritize multiple projects at one time; and
- Detailed oriented and quality-driven.

Full commitment to conduct business with the utmost integrity and in full compliance with the law and company policies is absolutely essential.

To Apply:

- Interested and qualified candidates should submit a resume with salary requirements to SAI Global's Human Resources department via email at: SAIGamericas_jobs@saiglobal.com; please reference PROGCIN 037-12

SAI Global is an equal opportunity employer.