

mobileStorm Role Scorecard

Position: Technical Project Manager

Hiring Manager: Ojas Amin – Director of Engineering



JAN 2015



Role Scorecard

Functional Role: Technical Project Manager

Date scorecard updated: Monday December 22, 2014

This role reports to: Ojas Amin, Director of Engineering

Mission of Company:

mobileStorm's goal is to create the most intelligent communication platform on the planet. We provide a cloud-based mobile communication platform that helps organizations reach consumers in multiple ways. By combining technology and expertise we enhance our customer's communication relevancy. Relevant communication is the fuel that helps drive an organizations goals, be it driving revenue and/or reducing costs.

Purpose of the role:

The primary goals of this position are to partner with Sales and Account Management to win deals, close deals faster and get clients integrated and messaging as quickly as possible. The shorter our sales and implementation cycles, the more money we and you make. You must be able to gain the customer prospect's confidence to such a degree that they see you as the solution expert. You will be expected to coordinate with Client partners, Product and Technology teams and Account Management so that solutions are implemented quickly and correctly with minimal impact to clients.

Role Accountability and Performance Requirements: (review every quarter)

Key Duties:

- ❖ Become an expert on all aspects of both of the mobileStorm platforms
- ❖ Collaborating with customers and their key stakeholders for requirements gathering
- ❖ Developing project plans, including but not limited to: analyzing the scope of project, defining a timeline, and effectively communicating status reports
- ❖ Manage system conversions with data exporting and importing
- ❖ Working alongside the mobileStorm product team to configure and customize workflow
- ❖ Creating best practices and setting client expectations to ensure a quality customer experience
- ❖ Set deadlines for implementation and delegate and necessary responsibilities to manage the progress of implementation to effective completion
- ❖ Organizing and conducting regular project meetings to report project status
- ❖ Strive for continuous improvement in regard to customer satisfaction and process optimization while prioritizing bugs and issues to escalate through proper channels
- ❖ Some travel may be required



Company Core Values:

Maintain Integrity at all Costs – Integrity is how we’ve stayed in business and why we’ll continue. No matter what the situation, always do the right thing.

Make Decisions – We believe decisions should be made by those closest to the issue or those most affected by it. Top down management is old school; make decisions on your own, but ask the advice of others before executing it.

Practice Transparency – Share all kinds of information, often. A transparent organization is a trustworthy one.

Be Successful – Success comes from hitting your goals on a consistent basis. Have a plan for “how” you’ll hit your goals and evaluate often; that way you always know where you stand.

Remember to Laugh – If it’s truly the best medicine, then we’re abusing our prescription. Laughter is your fuel to get through the good times and the bad.

No Surprises – No one likes to be surprised, so communicate effectively and “get people ready.” These are the keys to running an effective organization.

Provide Customers with a Legendary Experience – Happiness, honesty, company support, empathy, and solutions are the core principles of what we like to call “Legendary Customer Service.” Give your customers an experience that will become a thing of legend.

Work Hard, and Have Lots of Fun – We believe that fun cannot be had without work, and work cannot be done without fun. Make sure you always balance the two, or you won’t be able to live up to the other core values.

ABL (Always Be Learning) – Smart people can add value in any situation. The more you educate yourself, the more valuable you will be to everyone around you.

Don’t Just Create . . . Innovate – A unique offering provides a competitive edge. Make sure you always spend a portion of your time thinking about how mobileStorm can set the standard.

Know the Facts – Good data helps you make the right decisions. Know before you decide.



Key Performance Indicators:

* There may be some additional KPIs created and agreed to before offer is made

KPI #1		KPI #2	
On-time delivery for projects / QTR	Ranges	Project delivery within budget / QTR	Ranges
Going great	$\Delta < 5\%$	Going great	$\Delta < 5\%$
Slipping	$\Delta < 10\%$	Slipping	$\Delta < 10\%$
Failing	$\Delta > 10\%$	Failing	$\Delta > 10\%$
KPI #3			
Peer Review %	Ranges		
Going great	Excellent		
Slipping	Average		
Failing	Poor		

Recruiting Requirements:

Behavioral Competencies:
(not in order)

1	Time Management	2	Self Motivated
3	Resourcefulness/Initiative	4	Communicative
5	Integrity	6	Organized
7	Leading Edge	8	Decision Making
9	Energy	10	Creativity

Qualifications:

- 5 years of documented technical project management experience in commercial software
- Minimum 2 years experience in formal project/product management methodologies (Agile/SCRUM)
- Proven prior experience performing Software/Hardware implementation Project Manager responsibilities and functions
- General understanding in areas of application programming, database and system design is desirable
- BS in Computer Science or equivalent.

Skills / Abilities / Talents:

- Strong problem solving and analytical skills
- Well-developed interpersonal skills with an ability to get along with diverse personalities
- Exceptionally strong presenter and persuader



- Ability to guide clients and team members to adopt and present correct solutions
- Tolerance for potentially stressful and/or frustrating customer situations
- Strong business acumen
- Solid understanding of SaaS model, including business advantages and disadvantages
- Understanding the technology role in solving business issues and improving ROI
- Good technical skills (ability to install and demo complex enterprise software)

Previous Experience:

The ideal Technical Project Manager will have a strong product, project and sales background and comprehensive experience working with sales both in a pre-sale, presentation and closer role as well as with account management in post-sale implementation, problem solving and upsell capacity. We expect you to be versed in Python, Java, PHP, JavaScript, HTML/5, SQL and have strong experience in discussing, teaching and troubleshooting API and integrations with client systems. You will also be a strong and effective communicator, client advocate and work closely with Product and IT on customer specific enhancements and issue resolution.