



JOB DESCRIPTION

Customer Implementation Services Manager

The Customer Implementation Services Manager works with clients and with other internal stakeholders to deliver successful software implementations of Cayuse research administration solutions. In this role, you will support our customer sites with a combination of technical expertise, industry experience and project management. You will manage the implementation of software and services that result in highly satisfied customers.

Responsibilities

- Act as the client advocate and the primary point of contact with client stakeholders to coordinate and negotiate service delivery.
- Lead deployment and implementation planning for complex research administration systems that include many stakeholders and overlapping business processes.
- Review administrative processes and create recommendations for mapping customer business processes to software functionality for management of grants and contracts, human and animal safety compliance, conflict of interest, and other research administration functions.
- Work with clients in all stages of the decision cycle to guide the development of information technology strategies in research administration and to tailor the Cayuse solution to the customers' needs.
- Create and execute implementation plans, conduct training, and supervise ongoing support.
- Manage phased implementations and roll-out of functional modules over extended deployment cycles.
- Specify and supervise the import of legacy data into Cayuse systems, and manage technical staff in software integration projects that are part of the implementation plan.
- Work with Sales and Product Management to develop new solutions and recommend enhancements. Identify opportunities for revenue growth, both pre- and post sale. Work closely with Sales to scope and estimate customer engagements (pre-sale).

Professional Experience

- 3 - 5 years of Project Management, Customer Support, Implementation, or similar customer-facing roles.
- Direct project management experience in a technology services or consulting organization, or formal education with technical projects in higher education or related industries.
- Experience in university research administration desired.
- Experience in one or more of the following business processes: pre- and post-award management, IRB, IACUC compliance, effort reporting and conflict of interest.

Technical Skills

- Proficient in Microsoft Office applications and with web-based applications such as Salesforce, and WebEx.
- Strong knowledge of application, data, and physical technical architectures.
- Exceptional people skills that allow the ability to work with cross-functional teams and personnel at varying levels and customer organizations
- Demonstrated ability to successfully manage multiple relationships with multiple customer stakeholders.

- Superior organizational and problem solving abilities.
- Strong verbal, writing and presentation delivery skills.

Education

Required: Bachelors degree from an accredited educational institution.

Environment

Cayuse, Inc. is a web-based software company in Beaverton, Oregon, just outside Portland. We have an informal, energetic and invigorating culture built around assembling smart people and letting each person focus on what they do best. Our core product is an enterprise software system utilized by research organizations to prepare, submit and manage grant proposals seeking funds for important scientific research. We are planning for strong growth in our customer base, revenue, and product mix, while working diligently to keep all our customers delighted. This all adds up to Cayuse being a great place to grow and work!

Other Information

- Full-time, on-site, salaried position, with generous medical, dental, and vision benefits as well as paid vacation.
- Up to 50% travel (US) will be required.

Contact

Please forward your resume, salary expectations and other pertinent information to:

Name: Mark Ace
Title: VP Business Development
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