

## Title: Implementation Project Manager

### akoyaGO Overview

Dedicated to helping foundations achieve philanthropic goals through innovative technology, akoyaGO's experienced professionals deliver tailored solutions to diverse clients. Join our collaborative, innovative, and respectful community driving philanthropic tech innovation. Grow personally and professionally in an inclusive, creative environment, contributing to cutting-edge projects and making a global impact.

### Role Overview

As an Implementation Project Manager at akoyaGO, you will play a critical role in ensuring the successful deployment of our solutions for our valued clients. Reporting directly to the Manager of Client Implementation, you will be the primary point of contact for clients throughout the implementation process. Your mission is to plan, schedule, execute, and deliver projects, all while safeguarding the achievement of project goals and meeting client requirements within established timelines.

### Responsibilities

- **Project Planning:** Collaborate with clients to define project goals, objectives, and the scope of work, ensuring alignment with their unique needs and objectives.
- **Project Management:** Develop detailed project plans that encompass timelines, deliverables, and resource allocation, to ensure the smooth execution of client projects.
- **Client Communication:** Act as the main point of contact for clients during the implementation process, providing regular updates, addressing concerns, and maintaining open communication channels.
- **Technical Expertise:** Implement our core solution for the client and configure solutions that meet client needs and provide technical expertise during the implementation process.
- **Risk Management:** Continuously monitor project progress, identify potential risks and issues, and implement timely mitigation measures to keep projects on track.
- **Effective Communication:** Facilitate seamless coordination and communication between internal teams and clients to ensure all project activities are aligned with client expectations and company objectives.
- **Client Training:** Conduct training sessions, both one-on-one and in group settings, at annual user conferences, and via webinars to empower clients to make the most of our solutions.
- **Client Relationship Management:** Manage client relationships by promptly addressing administrative questions, setting clear expectations, suggesting improvements, and identifying opportunities for additional training and new products.
- **Internal Projects:** Manage internal projects including but not limited to documentation, updates, testing, and product development to support client implementations.
- **National Travel:** This role requires travel to client sites across the nation for implementation and training.

### Qualifications and Skills

- Demonstrated proactive and self-starting approach with a track record of successful project management.
- Thrive in a fast-paced work environment where agility and responsiveness are essential.
- Possess a high degree of organizational skills, individual initiative, and personal accountability, with meticulous attention to detail and adept multitasking abilities.
- Exhibit excellent communication and interpersonal skills, both verbal and written.
- Display a strong commitment to achieving client satisfaction, ensuring clients receive the utmost value from our solutions.
- Proficiency in the Microsoft Office suite is required, and familiarity with MS Dynamics 365 is a plus.
- Knowledge of basic non-profit accounting principles is advantageous, with a preference for candidates with fund accounting experience.
- Familiarity with the grant-making process and procedures is desirable.

### Compensation

We offer a competitive salary based on experience, plus a comprehensive benefit package, including:

- Medical/Dental/Vision coverage
- Life/AD&D/Disability insurance
- SIMPLE IRA with up to a 3% Company Match
- Paid Time Off, including nine paid holidays

### Application

To apply, please submit your resume / CV to [careers@akoyaGO.com](mailto:careers@akoyaGO.com) and specify the position in the subject line.

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*akoyaGO is proud to be an equal opportunity employer and is committed to maintaining a diverse and inclusive work environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, physical or mental disability, age, veteran status, or any other basis protected by federal, state, or local law.*