

Engagement Program Manager

Company Summary

LogicTree is a fast-growing technology company and the leading provider of innovative traveler information solutions for state and local governments. Our customers are public transit agencies and state departments of transportation. LogicTree's transit and 511 products provide travelers with easy and intuitive access to transit and traffic information by voice, SMS, email or the web. Our solutions focus on connecting government agencies to their customers, making access to transit and traffic information easy and intuitive.

Role

The Engagement Program Manager owns the development and management of strategic client relationships, the project management of current project deployments, local/on-site new business development, and functions as the ongoing support liaison.

Requirements

- Strong project management skills with experience in medium to large scale software and/or enterprise system deployments
- Experience in requirements definition, and project lifecycle planning
- Ability to manage clients to requirements and identify program improvement opportunities
- Strong solution sales, business development and delivery background with demonstrated ability to close business and manage ongoing operations and the delivery of new solution elements
- Ability to build strong relationships within client organizations, generating repeat "add on" business, through effective client delivery and networking within the client environment
- Ability to gather sales requirements, generate proposals, present to senior level client management, and drive resolution of operational issue
- Ability to team with sales, technologists, designers, and project managers
- Demonstrate solid operations, project management and subject matter expertise

Qualifications

- Bachelor Degree with 7-10 years of experience; MBA/MFA/MA preferred
- Minimum five years of project or program management experience in a similar role
- Minimum five years business development experience
- Experience working with sales professionals and providing sales support in a team environment
- Strong customer relationship management skills, focused on long-term relationships with repeat customer business, serving as a trusted advisor
- Based in San Francisco Bay area or Los Angeles area, California