JOB DESCRIPTION
Team Lead of Professional Services

Department	Professional Services	Level	
Reports to		**Title**	Manager of Professional Services

Effective Date:	**Position Type:**		**Hours:** 40/week
10/26/2012	☐ Full time ☐ Part time	☐ Contractor ☐ Intern	☐ Exempt (Salary) ☐ Nonexempt (Hourly)

PRIMARY RESPONSIBILITIES

The primary responsibilities of this position includes the following but not limited to:

- The Team Lead of Professional Services is a leadership position within Professional Services. Primary responsibilities include effective team management, quality assurance, and providing strong mentorship.

- The Team Lead of Professional Services is also responsible for project leadership, management, planning, and communication. They lead project managers and consultants involved in deploying and supporting high-end, ECM software across an international customer base.

- Team leads may manage satellite team operations.

- As part of a rapidly growing company, it is also highly encouraged to develop professional skills and take advantage of given opportunities for advancement.

QUALIFICATIONS

This position requires the following education and experience:

Core Competencies include the ability to:

- Team Lead of Professional Services will manage Perceptive Software implementation projects in a variety of different industries and customer environments. While serving as Project Managers, they successfully lead projects by developing and maintaining project plans, managing project scope, budget, and resources, and effectively managing project risks and issues.

- Team Leads will have a proven track record of effective and efficient project management skills, the ability to manage multiple projects and project teams simultaneously, and can proactively and energetically lead projects in a team environment.

- Lead a team of Project Managers and/or Consultants

- Demonstrate strong listening skills, asking questions to clarify for understanding

- Responsible for team members' project success – serve as QA Manager on their team members' projects

- Provide role and career management support for team members

- Represent Professional Services team(s) in internal Perceptive meetings

- Assist with team communications

- Assist with Professional Services internal initiatives

- Contribute to future product design with the Product Management team

- Participate as Program Manager for quality analysis and design on large, long-term projects

- Provide appropriate tools for team to be successful (e.g., books, guidelines, systems, etc.)

- Solicit ideas for training and development needs of the team

- Look for leadership opportunities for team members seeking advancement - e.g., leading a task force to address a particular initiative

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- Continually look for ways to improve quality and efficiency of the team.
- Performance Measurements:
  – Team Billable utilization
  – Team performance
  – On time delivery of projects
  – Customer satisfaction
  – Issue and risk management
  – Consistent policy and project administration

Required Qualifications:

- Excellent written and verbal communications skills
- Strong organizational and presentation abilities
- Strong technical , analytical, and problem solving/troubleshooting skills
- Work collaboratively with team members
- Escalate support issues with appropriate internal resources when necessary
- Transfer/share technical knowledge to others team members
- Accurately and professionally document all work
- Proficient with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Visio)
- A college degree (a business and/or technical curriculum is preferred) or equivalent work experience
- Valid Driver's license (US) or Valid Original Identity Document (International)
- Project management experience; the ability to work on many projects and project teams simultaneously

Priority consideration may be given to candidates who clearly demonstrate knowledge and experience in the following:

- Document Imaging, Content Management, Business Process Management, eForms, or Workflow software experience
- ERP applications: Lawson, PeopleSoft, Oracle or SAP
- HIS applications: Meditech, Epic, Cerner, or McKesson
- SIS applications: PeopleSoft, Datatel, Banner, Jenzabar, or CampusVue
- Process and/or Industry experience in: Healthcare, Financial Services, Education, Accounting or Human Resources

TRAVEL
• Up to 25% Travel • Travel schedule may vary based on business need
PHYSICAL REQUIREMENTS
While performing the duties of this job, the employee is required to: • Frequently sit and talk or hear • Use hands for computer controls • Reach with hands and arms • Occasionally walk or crouch

UPDATED BY		TITLE	
HR REVIEWED BY		TITLE	
APPROVED BY		TITLE	
DATE POSTED			
DATE HIRED			
FOR HR USE ONLY			

22701 West 68th Terrace • Shawnee, KS 66226 • Phone +1 913 422 7525 • Fax +1 913 422 3820

JOB CODE		DEPT CODE		TEAM CODE	
EEO CODE		JOB CLASS			