

PROFESSIONAL SERVICES MANAGER

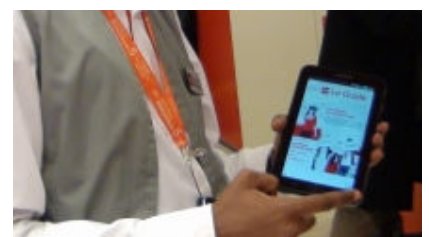
Thanks to the IntuiFace Commerce retail software platform, IntuiLab's Professional Services (PRS) team drives important fixed-price projects with major retail accounts in France and abroad (40% - / 60%). This multidisciplinary team (human-factors specialists, user experience designers, graphic designers, developers, project managers) is composed of 10 to 15 people. Projects are mainly executed in IntuiLab's office in Toulouse.

POSITION AND MISSIONS

As the Professional Services team manager, reporting to the CEO, you will work in close collaboration with the Product Group Manager and the Pre-Sales Manager. Your role, essential in the development and success of IntuiLab's software solutions sales, will be to understand customer expectations in order to configure and customize the IntuiFace Commerce product. This position is based in Toulouse, France, with 25% of travelling in France and abroad.

Your responsibilities will include:

- Promote the product internally and to partners (e.g. training, transfer of competencies)
- Delivery
 - Evaluation of projects costs
 - Building the project teams
 - Project follow-up
 - Definition and implementation of processes, formalization and tools.
- Management / Team coordination
 - Definition of job descriptions, qualification of candidates and interviews
 - Performance assessment
 - Set targets and participation in the implementation of wage policy.
- Relation with the Product Group Manager
 - Visibility on the projects' roadmap, consistent with the product roadmap
 - Management of common resources for the projects and the product
 - Definition of project needs and usage scenarios
 - Feedback on the use of the product for project completion.
- Relation with the Pre-Sales team
 - Expertise to expand, enhance, illustrate the technical proposal
 - Sizing cost of the Professional Service
 - Planning
- Relation with the Human Resources Manager
 - Recruitment of PRS team members
 - Training periods within the PRS team
- Relation with subcontractors (Externalization)
 - Create and maintain a profile pipeline
 - Rate negotiation
 - On-site integration of subcontractor providers
 - Definition and monitoring of outsourced projects
- Partnership enablement
 - Training on processes and on the product
 - Support project implementation
 - Product Expertise / Consulting
 - Release/Test/Support/Maintenance (TMA)
- Project Manager on strategic projects



OBJECTIVES

Your objectives will be:

- Financial: revenues and profitability
- Compliance with estimates (delays and costs) for the delivery of projects.
- Deployments
- Maintaining the team's expertise as well as of the providers and partners
- Selection and set-up of a network of partners with the objective of making them deal holders

PROFILE

With a Master's degree or MBA (Engineering or equivalent), fluent in English (written and spoken), you have fifteen years of experience in software integration. As an international Project Manager (project Management and / or MOA), you managed multi-disciplinary technical teams, ideally in an Agile environment. Retail industry knowledge is an asset but not essential.

TO APPLY: Please send your application by email to jobs@intuilab.com specifying in the subject "Professional Services Manager". More information about our company can be found on www.intuilab.com.