**Project Manager ERP & CRM Cloud solutions**

**Job Description**

**Big Bang ERP LTD** is looking for full-time Project Manager ERP & CRM Cloud to be part of their fast-growing global team.

**Primary Responsibilities**

**50% in human management (consultants and clients)**

* Promote the adequacy between the customers, by translating their functional needs into technical needs with the consultants
* Provide ongoing support to consultants and outstanding service to our clients
* Maintain fair relationships with clients, while going beyond the project life cycle
* Act as a facilitator and participate in the implementation of organizational changes

**50% in project success and continuous improvement**

* Participate in the management and support of our consultants in the execution of implementation projects, integration and ongoing support of cloud-based management solutions for our clients
* Assume overall responsibility for quality, commitments, adherence to schedule and budget for projects and ongoing support activities
* Analyze current business processes and define new processes that will improve our client's operational efficiency
* Write project documents and review documentation: business processes, user guides, test plans, system documentation, procedures and framework definition
* Estimate the costs and efforts required to deliver large and complex projects

**Qualifications and Requirements**

* Have a minimum of 2 years in a similar, consulting, multi-project role
* Completing multiple implementation projects at the same time with deadlines of several weeks to several months
* Understand the reality of the client and the consultants to better accompany them towards success
* Good judgment in allocating consultants, managing occupancy, understanding and anticipating requirements, respecting deadlines and budgets
* Leadership and project team management skills
* Excellent documentation, communication and interpersonal skills
* Fluency in English and French
* Experience with at least one of the cloud solutions (ERP, CRM like Oracle NetSuite, Salesforce, MS Dynamics, Rootstock, Sage, Celigo, Mavenlink)