

Customer Delivery Lead / Customer Project Manager

Are you an IT project or product manager that thrives on customer projects and is excited by the opportunity to work in a new technology field ?

Job Description

Description

At MATTR we are creating the tools to support decentralised identity and verifiable data. We are looking for passionate people that thrive working on evolving technology with a strong delivery gene and an interest in developing a new category of tools to support the next generation of the internet – the web of trust.

MATTR is a fast-moving organisation operating in a new market category of verifiable data and digital trust. We do this through SaaS platform offerings that provides enterprise grade decentralised identity capabilities that support the needs of traditional organisations and a new set of web3 companies designing ground up for a decentralised future. We are looking for passionate people that thrive working on evolving technology with a strong delivery gene and an interest in developing a new category of tools.

We are looking for a someone to manage delivery of our local and global customer implementations of MATTR's credential and lifecycle management solutions and services. Ensuring customer outcomes are delivered within the agreed timeline and quality standard. From time to time you will also manage the delivery of internal MATTR initiatives and projects.

LOCATION: Auckland - central business district

What you will be doing

- Initial scoping, delivery planning and creation of customer artefacts including cost estimates, implementation plans, customer agreements, SLA documents, statement of work etc.
- Responsible for tracking and managing the delivery of customer outcomes in a quality and timely manner. Management of the finances and risks for customer projects
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- Throughout the engagement, build and maintain strong relationships with MATTR's customers
- Working with MATTR delivery partners & system integrators to ensure any 3rd party delivery dependencies are in well managed (time, quality, risk and finances)

- Working with internal MATTR teams such as Product, Engineering and Operations to ensure customer deliverables are incorporated into the wider MATTR delivery activities and product roadmap
- Assisting with broader MATTR planning of current and future deliverables across all MATTR customers to ensure visibility of resource requirements, product roadmap dependencies, delivery dependencies and risks to the wider MATTR stakeholders
- Providing regular stakeholder reporting across customer delivery activities including information on cost, deliverables, timeline, risk, resourcing needs and operational health
- Participate in pre-sales, bid management and responding to RFPs

What are the skills and requirements needed?

- Experienced delivery manager with a track record in successfully delivering IT technology projects in complex environments (e.g. government, large global organisations or for enterprise customers)
- Ability to operate at a senior leadership level and across technical levels with customers and internal teams
- Ability to “look around corners” and anticipate problems and challenges before they occur
- You will have a mixture of old school project management, and service delivery approaches coupled with Agile ways of working with the ability to reconcile sprint-based plans with overall customer delivery outcomes
- Strong business and commercial acumen
- Excellent customer and stakeholder management skills and experience building meaningful, collaborative relationships across all levels of the business.
- Great written and verbal communication, organisational, multitasking skills and will be extremely strong in story telling
- Ability to adapt to new technologies and learn quickly, you will have enough technical understanding to be able to articulate business solutions whilst understanding the underlying technology
- Have a natural attention to detail and be ever mindful of how your artefacts will be consumed and understood by customers and internal people
- Ability to cope with very high peak workloads, short deadlines and significant pressure and manage priorities and maintain engagement across a number of projects at various lifecycle phases
- Given the global nature of MATTRs business be flexible in working hours with ability to participate in morning or evening calls with overseas clients in different time zones (when required)
- You might have experience in start-up environments, or alternatively you might have worked in a mature product organisation. Equally you might have a completely different background and be looking to make a switch. Whatever your background, you will be able to demonstrate relevant experience and/or a portfolio of interesting work that can showcase your capabilities.

Personal and work ethics

- A self-starter who takes initiative, is creative, has high energy, and would thrive in a very dynamic software company.

- Great written and verbal communication, organisational and multitasking skills.
- A team player who is eager to share their findings and contribute to a collective understanding – someone who is super smart and committed to making a difference but won't trip over their ego when they turn around!

Advantageous (but not essential)

- Experience with SaaS services, products and solutions
- Project management qualifications

What's in it for you?

The chance to be part of MATTR, to be surrounded by like-minded peers with no ego's, an attractive salary and flexible working arrangements, and a company that lives and breathes its values every day.



CRAZY ENOUGH



MAKE FRIENDS WITH
THE EDGE



LIFT OTHERS



CHECK YOUR EGO

Sounds like you? We would love to hear from you!

MATTR values diversity in the workforce and we encourage candidates from diverse backgrounds, including those with access needs, to apply for our roles.