

Title: **Technical Delivery / Project Manager (Delivery Assurance)**

Location: **India**, type: **Remote**, hours: **3PM - 12AM IST**

This role is responsible for the technical & non-technical management for an entire life cycle of multiple client engagements, over an assigned automations portfolio.

This individual works directly with existing project & program managers to advise and drive the adoption of AVRl's automation systems and implementation methodologies to ensure that projects are appropriately managed and sponsored to achieve a successful outcome for AVRl's customers.

AVRL will offer you an unrivaled view into client engagements and company-building at a high-growth early-stage company.

Typical Responsibilities:

- Technical leadership
 - o Mediate to resolve complex issues in underlying JS code that get escalated beyond the current L1 (you will have access to JS experts on our team, but you would need to be able to understand the issue so that you can guide the experts to a solution).
 - o Resolve roadblocks / deadlocking issues between Forward Deployment Engineer and client
 - o Check for roadblock with the Forward Deployment Engineering team and present solutions
 - o Develop alternative solutions if the customer process does not align with our standard solution
- Interaction with Project & Product Management
 - o Intermediate between client and product teams for feature inclusions
 - o Work with PM for Administrative Permissioning for customers
- Operational Leadership
 - o Prepare for weekly new customer Go-Live events
 - o Provide clear leadership for the development of an environment focused on quality, while contributing to creation of standard best practices & strategies
 - o Review new loadboards with the Forward Deployment Engineers
 - o Educate, manage, and supervise staff in quality assessment tasks
 - o Examine details and documentation from external customers, confirm correctness of specifications and work with internal teams to ensure that delivery is not just on-time, but to the customer's greatest satisfaction

What you will need:

- Comfort with getting into the weeds in software code, if needed
- Interaction with or specific project management track record for full life cycle software implementation projects
- Minimum 4 years' industry experience in software consulting services using structured methodologies

- Ability to effectively communicate with all levels of internal and external personnel, including technical and non-technical customers
- Strategic and tactical thinking; critical thinking skills
- Must be able to operate with minimal supervision

Pay:

Base: 18 - 24lpa, depending on experience

Plus, a bonus correlated with how much efficiency you can deliver with your team