

Job Description: Senior Program Manager for Customer Data Management

Last Updated: Feb 19 2009

Status: Draft; requisition in process

Target start date: Immediately

Contact information:

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The Program Manager (PM) for Customer Data Management oversees and coordinates Polycom's Customer Data Initiative (CDI). The PM coordinates a cross functional governance team of senior executives and leads multi-year cross-functional initiatives (business and IT) focused on improving customer data across all of Polycom's global businesses.

The Polycom CDI focuses on:

- Improving the install base data
 - Who (end customer) has what (Polycom product and service) and where is it?
- Improving service sales data
 - Mandatory service compliance
 - Renewal opportunities & execution against renewal opportunities
- Provide 360° of a Polycom Partner
 - Products, services and professional services resold
 - RMAs and Service Requests
 - Leads and opportunities (open, won, lost)
- Provide 360° for select Polycom End Customers
 - Products, support services and professional
 - Leads and opportunities (open, won, lost)

The PM will provide leadership and continuity for this strategic initiative, which has CEO-level and EVP-level sponsorship. The PM will manage a small team of direct reports (2010 Plan: 1 Business Analyst (US) and 2 Data Specialists (India)), and leverage resources in other functions, Corporate IT and outside vendors.

Responsibilities:

The PM creates and manages a PMO function that

- Coordinates and integrates customer data management initiatives,
- Provides customer data stewardship,
- Monitors customer data quality across the corporation,
- Provides strategic leadership to the corporation

Measures of success

- Quality, availability and timeliness of customer data

Qualifications

- 10+ years of hands-on experience managing IT projects in global environments
- Prior experience with enterprise-level master data management projects
- Excellent communications and negotiations skills
- Comfortable working with senior executives
- Budget management experience
- Experience in working with external vendors
- Prior experience in channel-driven high tech businesses is a plus
- Qualification as a PMP (Project Management Professional) or experience with project management methodologies and tools is a plus

Reporting Relationship:

- The position will report to the Director of PGS IT

Work location

- The PGS team works at one of Andover, MA (preferred), Pleasanton, CA or San Jose, CA