

Title: Senior Project Manager for Online Global Support Services, eCommerce and Internet Presence

Location: The PGS team works at one these locations: Andover (MA), Pleasanton (CA) or San Jose (CA)

Job Description:

The Project Manager (PM) for Online Global Support Services, eCommerce and Internet Presence oversees the web site projects for Polycom Global Services (PGS). The PM aligns the project with the business strategy ("Making it easier to do business with Polycom"), and works as a liaison between the PGS business, PGS IT, Polycom's channel partners, and Corporate IT.

The Project Manager will be central to the 2010 re-development and the long-term operation of the PGS Internet Presence. The scope of the web site will include: online technical Support Requests (SR), Return Material Authorizations (RMA); visibility into the execution of spare parts orders (RMA status); software licensing; knowledge base; forums and communities; online product registration; visibility of entitlement of assets and contracts; quoting and online purchasing of support contracts; online reporting to channel partners.

Reporting Relationship:

- The position will be part of PGS IT

Responsibilities:

The PM manages

- the requirements definition,
- the development of priorities,
- the prioritized project scope
- the technical design
- the development of the project schedule,
- the execution against the schedule, the scope and the budget
- the ongoing management of the site and the content
- the localization of the site and the content

Measures of success

- Number of customer service transactions successfully migrated to the eCommerce channel
- Usage of the knowledge base
- Positive feedback from channel partners

Job Requirements:

- 5+ years of hands-on experience managing IT projects in global environments
- Prior experience in managing development and deployment of websites and eCommerce sites
- Prior experience with service related business processes
- Excellent communications and negotiations skills
- Comfortable working with senior executives
- Budget management experience
- Experience in working with external vendors
- Prior experience in website or eCommerce projects in high tech services environments is a plus
- Qualification as a PMP (Project Management Professional) or experience with project management methodologies is a plus

Contact:

Please provide the contact information for submittals for this position. Please include:

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