

Project Manager: PSA Operations Icon Cloud Consulting

Job Description:

Working within a multifunctional team, the candidate will be responsible for managing Icon's portfolio of Support and Expert Services projects. Responsibilities include managing within Icon's Project Lifecycle Processes: managing schedules, budgets, change orders, and Customer Success.

The ideal candidate is an experienced consultant, with exposure to a diverse set of customers / projects / products.

The candidate must be hands on with Salesforce – at least as a User, with a proven record learning new technologies and environments quickly.

Finally, the ideal candidate would also bring leadership to our team - partnering with both senior and junior team members are equally important.

Must Have:

3+ Years Project Management with Salesforce

- Experience in an Agile / Hybrid environment
- Experienced leveraging collaboration tools like Jira, Slack, and Zoom
- Experience with ticket driven & managed services engagements
- Team player and collaborative
- Excellent communication and time management

Nice to have:

- Project management experience with FinancialForce Products
- Salesforce Admin Cert

Why Icon?

Work with a team of product and platform experts like yourself. Tired of being the go-to person for everything FinancialForce on your team? Wouldn't it be nice to be able to ask someone other than support a question, and get a quick answer? The Icon team has been in the FinancialForce ecosystem since 2011. We have long time consultants on the team who have seen most questions before. FinancialForce is what we do.

Take advantage of the latest training and certifications from FinancialForce and Salesforce. At Icon, we are dedicated to supporting the FinancialForce Ecosystem, including keeping up on the latest that the product has to offer, including FinancialForce partners like Conga, Asperato, or Avalara. Icon is the leading partner when it comes to supporting the entire FinancialForce stack.

Work 100% remote, with limited travel. In these crazy times, most of us are already working remotely, but when things return to normal, are you going back to the office? Here at Icon, we have always worked 100% remote, and will continue to do so.