Job Description

RISKEX

Technical Operations Project Manager

Our Technical Operations Team includes Technical Support Engineers and Full Stack Developers who together, develop, deliver and support the Riskex suite of software packages under both our flagship health and safety software brand AssessNET and award-winning Covid management platform, Safe2Day. As part of our expansion plans, we now require a Technical Operations Project Manager with a strong background in business improvement and desire to succeed through helping others to reach their potential.

Reporting to the CTO, you will be responsible for leading the Technical Operations Team to deliver both customer specific projects and core product development projects that add value to our client's risk management strategies.

Key Responsibilities & Critical Success Measures

- Ensuring the team is keeping to SLA's and KPI's across Technical projects and helpdesk (support tickets, client onboarding, product enhancement communications, training and adoption)
- Drive continuous improvement within internal IT, reviewing and streamlining processes
- Key escalation point for tickets/cases
- Ensuring projects are correctly specified, delivered on time and within client budget
- Running discovery workshops with clients and team members to map out customer processes
- Reporting to key stakeholders externally and internally on project progress
- Responsible for the project administration and production of project documentation
- Review project team timesheets regularly
- Build and maintain product knowledge: understand the business and technical problems that our solutions address. Stay current on the Riskex product roadmap, understanding the features and functionality of all product modules and packages, and how these are applied to address client needs
- Attend customer meetings/focus groups/review meetings/mobilisation workshops
- Be active in driving change and evolution to support the improvement of the customer experience

Candidate Profile

- Experience of managing technical people in a SaaS-based business
- Have a pro-active approach to work, a self-starter
- Teamwork and Collaboration – High sense of ownership and urgency to get the job done.
- Always be keen to take hands-on approach to leading the team and set examples of how the work should be done
- Demonstrable understanding of Business Improvement methodologies
- Able to deliver a high level of customer service in both written and verbal communication
- Track record in project management of IT projects and people (preferably Prince2 qualified)
- Good understanding of Software Development Lifecycle (SDLC)
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- Knowledge of administration of Microsoft 365 (Office, Teams, SharePoint)
- Experience in using project management and issue tracking software – preferably JIRA
- Experienced in using help desk support management software such as Freshdesk

- Passionate about delivering the best customer experience possible and contributing to a strong, customer-centric company culture
- Strong communication and influencing skills, comfortable leading presentations and meetings, in both internal and external environments
- Well-structured and organised, able to prioritise work and work under pressure
- Takes ownership of issues to get resolutions that benefit the business and customer

About Riskex

Ground-breaking innovators of cloud-based software since 2004, Riskex delivers the market-leading Health, Safety and Covid-19 management software brands – AssessNET and Safe2Day. Based in luxury offices in Milton Keynes, our technology is trusted by household names, such as Ikea, Ocado and University of Cambridge, along with many other blue-chip organisations who rely on our technology to keep their employees safe and to protect their businesses from risk.

We are an established business with a strong financial base but have the agile mindset of a start-up. Having proven our technology in a highly competitive landscape, we now want to scale our business to move to the next level.