

CLIENT IMPLEMENTATION PROJECT MANAGER

Collective Data is seeking a Client Implementation Project Manager. This role is responsible for planning, coordinating, and supporting successful SaaS implementation projects for Collective Data customers, including new customer deployments and upgrades for existing customers. The Project Manager serves as the day-to-day client contact throughout the implementation lifecycle, helping ensure projects and related transition activities are delivered on time, within scope, and with strong client adoption. This role coordinates customer stakeholders, internal delivery teams, and third-party vendors or integration partners to support successful project outcomes in a growing SaaS business.

Essential Responsibilities:

- Manage multiple, assigned SaaS client implementation projects, including new customer implementations and upgrades for existing customers, from kickoff through go-live and post-implementation transition, with appropriate oversight and escalation support.
- Develop and maintain project plans, schedules, milestones, risk registers, action logs, and implementation documentation.
- Lead client kickoff meetings, discovery sessions, status meetings, readiness reviews, and go-live activities.
- Serve as the primary implementation contact for assigned customers, ensuring clear communication, expectations, and accountability.
- Coordinate project activities across internal departments, customer stakeholders, and third-party vendors, consultants, or integration partners.
- Monitor implementation scope, timeline, dependencies, risks, and issue escalation while maintaining strong client relationships.
- Coordinate data migration, configuration, testing, training, integrations, upgrade readiness, deployment, and go-live activities as required.
- Track project tasks, decisions, dependencies, and milestones using project management and ticketing systems.
- Identify implementation risks early, drive mitigation plans, and escalate issues appropriately to protect delivery outcomes.
- Support client adoption by ensuring implementation deliverables, training, and transition activities are completed before handoff to Support or Customer Success.
- Contribute to continuous improvement of implementation playbooks, templates, project standards, and delivery processes.

Required Qualifications:

- Minimum of 3 years of experience in client-facing project management, SaaS implementation, professional services, or customer delivery role.
- Demonstrated experience managing third-party stakeholders such as vendors, consultants, integration partners, subcontractors, or customer-designated implementation resources.
- Strong organizational, planning, documentation, and time management skills.
- Excellent verbal and written communication skills, including the ability to communicate project status, risks, decisions, and expectations to clients and internal leadership.
- Experience managing multiple concurrent projects with competing deadlines, dependencies, and stakeholder priorities.
- Experience with SaaS implementation and upgrade activities such as requirements discovery, configuration coordination, data migration, testing, training, integrations, upgrade readiness, go-live planning, and client handoff.
- Experience with project management software and collaboration tools.
- Experience using ticketing systems such as Azure DevOps (ADO), Jira, or similar platforms.
- Proficiency with Microsoft Office, including Outlook, Word, Excel, and Teams.
- Ability to travel up to 25% as business needs require.

Preferred Qualifications:

- Experience implementing SaaS software solutions for public sector, fleet management, inventory management, asset management, or similar operational environments.
- Experience supporting municipal, county, state, or other government customers.
- Experience working in an Agile software development environment, including familiarity with Scrum or Kanban methodologies.
- Experience coordinating software integrations, data conversion, system configuration, user acceptance testing, and production cutover planning.
- Project Management Professional (PMP) certification, Certified ScrumMaster (CSM), or progress toward a related project management certification.

Who is Collective Data?

Collective Data is a leading provider of Fleet Management and Asset Management software for both the public and private sectors. Our mission is to empower organizations with intelligent software solutions that help streamline operations, reduce costs, and improve efficiency.



Why Join Us?

At Collective Data, we value innovation, collaboration, and the personal growth of our employees. We offer a competitive salary and benefits package, flexible work arrangements, and an environment where your input is valued and encouraged.

Interested in making a difference with Collective Data? Please submit your resume and cover letter detailing your relevant experience to careers@collectivedata.com

Collective Data is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.

