



Client Liaison / Project Manager Job Description

Marquis Software Development is the industry leader in Corrections software. Our Electronic Offender Management Information System (eOMIS) is a web based system written in Java. Our company is small and fast paced, filled with innovative employees who take pride in being the best in the industry. Join our team and help us continue delivering world class software to our customers.

We are looking for a Client Liaison / Project Manager who will be the primary point-of-contact for the client in planning and delivering Marquis's offender management software, working to ensure a timely and quality implementation that is within budget. This person is responsible for maintaining client satisfaction and success relies heavily on the Project Manager's ability to communicate, set, and maintain clear expectations with all parties involved. They will demonstrate the ability to juggle multiple tasks and projects, while working simultaneously with our clients and development teams.

Typical Responsibilities:

- Provide clear communication and leadership to ensure a successful, satisfactory customer experience
- Act as the point of contact for day-to-day management of the implementation project
- Write progress reports to provide to the client
- Work closely with clients, analysts, developers, and management to identify and resolve complex software and business problems
- Become an expert on both the software's functionality and the business that it supports
- Act as the primary liaison for specific clients and become familiar with their business processes and needs
- Troubleshoot and investigate software and business process issues reported by clients or colleagues
- Create accurate documentation of clients' needs, communicate those needs to developers, ensure that fixes and new features are tested, and follow up with clients to ensure that you are upholding Marquis's standards of excellence
- Gather and document requirements for new features and functionality
- Respond to client inquiries by phone, email, or through our online ticketing system
- Lead demos and training sessions for new or existing functionality
- Planning and documenting software build promotions to the client

Skills and Qualities:

- Excellent written and verbal communication skills
- Solid assessment and business analysis skills
- Strong troubleshooting and problem solving skills
- Strong multi-tasking, organization and follow up skills
- Attention to detail
- Ability to work both independently and as part of a team
- Ability to prioritize tasks and multi-task effectively
- Adaptability to different situations and audiences



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Experience:

- 5+ years project management of application software projects
- Data analysis experience preferable

Marquis Software Development, Inc. participates in E-Verify (<https://www.uscis.gov/e-verify>).