



Position: Project Manager

Company: Redwood Technologies

Location: Munich, Germany

Reporting Relationship: Managing Director D-A-CH

Website: www.redwoodtech.com

Redwood Technologies is a world leader in cloud communications integration and customer engagement technology

With offices in Germany, Japan, the UK, US, and the Netherlands, our award-winning proprietary cloud services power some of the largest organisations across the globe. Operating in sectors ranging from utilities and travel through to finance and government, our clients include Deutsche Telekom, Sodexo, Rakuten, and the UK's National Health Service (NHS).

Our mission is to enhance the way the world communicates. With our omni-channel cloud contact centre solution, **storm**[®], we enable businesses, customers and colleagues to interact across social media, video, SMS, email, web, web chat, and emerging technologies, such as WebRTC. We connect to hundreds of external systems, including AI, information and logistics systems, to bring information and communications together and deliver the customer experience of tomorrow.

We take pride in our core beliefs of teamwork, quality and agility. Time and again, this ethos has been reflected in our high-quality products and our aptitude for providing quick, responsive solutions to our customers. With a core staff of intelligent and passionate individuals, we are looking for new members to continue upholding our beliefs and to catalyse further successes as we expand on a global scale.

The Project Manager Role

We are looking for a highly motivated and experienced Project Manager to join our PM team in our Munich office.

What you'll do:

- Take primary ongoing responsibility for management of projects and assisting in the strategic planning and implementation of projects, ensuring that company continues to successfully deliver a huge range of services worldwide
- Act as a focal point for clients during the implementation and delivery phases of projects, creating a strong ongoing working relationship and upholding the company values of high quality across all project delivery and customer service engagements
- Use initiative to act as a nexus for interactions between suppliers, clients, sales and engineering teams in order to effectively co-ordinate multi-party interactions



- Depending on client requirements adhere to Agile and Waterfall Project Management methodologies to ensure projects can be optimally delivered within the latest industry standards
- Maintain a strong awareness of industry developments to provide a framework for driving innovation within the business
- Design and develop software and hardware specifications using a combination of innovative methods and standards
- Act as the Product Owner or the Scrum Master for Agile products
- Deliver expert technical guidance on the company's products, and demonstrate these products to customers in the company's world-class Customer Experience Centre (CXC)
- Drive regular progress meetings with all involved parties to ensure that objectives are continually met and exceeded where possible.

Who you are

- Someone with a strong educational background, fluent German and C1 level English
- Be proactive, hard-working and ambitious
- Good oral and written skills
- Be well organised with excellent attention to detail
- Strong management and timekeeping skills.
- Excellent level of IT/Computer literacy
- Be able to demonstrate strong commercial acumen skills
- Be able to produce written work including update notifications to deadlines
- Be prepared to travel to meetings in Germany, and occasionally abroad
- Uphold the company's values and ethos
- Be able to work effectively within an international, multicultural team

Desirable

- General experience working in a customer facing role
- An excellent telephone manner and the ability to converse with, and retrieve relevant information from, users at all levels of IT literacy and rank

Job Description

Project Manager



- A keen interest in technology in general, and in software, computing and telecoms in particular
- Previous experience working in the IT and Telecoms sector
- Experienced in working with the software development lifecycle, cloud platforms and/or the development of hardware and software
- Be comfortable representing the company in front of customers, partners, and suppliers
- Experience in project management or project delivery in the IT and Telecoms sector
- Ability to interact with and understand updates from applications and development engineers, and condense this information into a style appropriate for update recipients
- Be comfortable working in a fast-growing company full of enthusiastic, highly intelligent colleagues

Other Requirements

- Relevant documentation to work in Germany on a permanent basis

Contact Details

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