

## Project Manager – Canada

With offices in Melbourne, Dublin & Canada and an emerging Northern American, Indian and Chinese presence, Digitary helps over 100 Higher Education providers around the world to securely certify their academic qualifications online. Our technology secures the achievements of millions of students and graduates and our platform has been used by employers and recruiters in over 138 countries.

In 2020, Digitary was chosen to build the Canadian National Network, providing Canada's higher education community with its first online platform and national credential "wallet" for post-secondary learners. Serving 273 Universities and Colleges in Canada as well as eight provincial data exchange hubs, provincial governments, and credential evaluators, the network uses Digitary's proven, national-scale technology platform and will enable 3 million learners across Canada to access and share their official digital credentials online – anytime, anywhere.

At Digitary, we pride ourselves on a positive company culture and working environment. By working at Digitary you will get an opportunity to work with our highly talented international team and be part of our exciting growth story as we continue to transform the way people's qualifications are certified and used around the world.

### Role purpose:

- A key team member in the delivery of implementation projects to our Canadian National Network of post-secondary institutions (PSIs), with support for other regions from time to time.
- Successful integration of the project with Digitary's global operations, including; delivery, technical teams, operations, account management and business development.
- This role will provide Digitary subject matter expertise on our products and work as part of a team to ensure the smooth project delivery of institutions and organizations in their implementation as part of the national network.
- To work closely and lead the implementation of Digitary's platform with our French-speaking partners.

### Role Description:

We are looking for an experienced Project Manager based in Toronto or Montréal to join our team. The successful candidate will:

- Manage the implementations of institution rollouts on the Canadian National Network ensuring delivery in line with agreed project plans.
- Establish and manage project plans in collaboration with the institution's project manager to ensure coordinated delivery of the project across resources within Digitary, the institution and our partners.
- Manage the relationship with our national partners and the post-secondary institutions they work with ensuring that Digitary is represented effectively in discussions.
- Responsible for facilitating and coaching institutions on the definition of configuration requirements of the platform in line with the priorities of the institution.

- Accountable for the delivery of the project, enhancements and support in line with the Digitary delivery practices and governance.
- Regular engagement and clear communication with broad stakeholder groups to ensure expectations are well managed and delivery progress is clear and well reported.
- Regular engagement/collaboration with relevant Product Engineering Managers and the delivery teams to manage dependencies, integration, risks and production releases to ensure product portfolio delivery success.
- Influencing and contributing to product development priorities, business cases and strategies ensuring the needs of the National Network rollout are being met.
- Help drive a continuous improvement culture through effective knowledge share within Product Engineering and the broader business, fostering innovation, lean and agile practices to improve our organisational delivery capability.
- Risk and issue management including management of IP to safeguard Digitary assets.
- Managing other vendor relationships as required including understanding the internal processes, tracking of timelines and deliverables for the PSIs.
- Ensuring projects are delivered in alignment with the organization's strategy.
- Ensuring post-implementation project reviews are completed to determine benefits realization and achievement of project objectives.
- Assist the Regional Director and Head of Delivery with the continuous development, refinement, and execution of company business strategy and execution planning for Canada.
- Represent the company at the regional level with partners, vendors and key customers.

### Work Location and Travel:

- The role can be based either in Toronto, Montréal or surrounding areas and will primarily be remote/work from home.
- Some travel domestically and internationally will be required.

### Mandatory skills / experience / education:

- A project leader and effective team member.
- The ability to speak French fluently.
- Ability to influence and discuss issues and contribute to decisions that impact other regions in all functions of the company e.g. strategy, growth, technology and operations.
- Ability to adapt to constantly changing business demands, being able to react quickly and effectively.
- Exceptional communication, presentation and interpersonal skills with the ability to develop robust relationships quickly and deeply through effective negotiation and influencing.
- Strong attention to detail with the ability to assemble multiple viewpoints, do logical analysis and make tradeoffs to find alternative feasible solutions.
- Willingness to argue points firmly but accept and own the outcome if the final decision differs.
- Fluent English with exceptional written and verbal communication skills, including facilitation

and negotiation with external parties.

- Ability to understand, facilitate and contribute to technical conversations between PSIs and Digitary.
- Experience in a similar Project Management role / similar industry with a strong project lead/business development/commercial component.

### Desired experience:

- Experience in working in registrarial departments or other related administrative roles within the higher education sector.
- Data security or privacy experience.
- Experience gained working with digital credentials.

### Remuneration:

A competitive salary based on experience is negotiable to attract high quality candidates.