



ROLE PROFILE

Solution Implementation Manager

Why do we have this role?

Resonate specialises in providing mission critical systems and data science led solutions, primarily in the transport industry. The Solution Implementation Manager leads the end to end implementation of all of our solutions to clients, ensuring that the right assurance and testing has been carried out and that all delivery requirements for right first time implementation and commissioning into service are met. The Solution Implementation Manager is accountable for the successful and quality handover to our clients and to our internal operational teams.

What are the key objectives?

- Ensure that every solution and change that we deliver into a production environment has undergone the rigour and assurance necessary to guarantee it works first time and every time for our clients
- Every implementation and commissioning is planned and resourced with appropriate skills to robustly 'turn on' our solutions with our clients and their customers our priority
- Move us to a world where we have zero implementation failures or issues and we are renowned for our quality and customer delivery
- Drive the increase in robustness and quality of our processes and planning across Resonate with a focus on solution implementation
- Manage the resources needed for delivery of our solutions into service. This includes managing resources for hardware installation design, regulatory compliance, safety planning, software and data implementation as well as on site works and integration
- Ensure alignment of implementation activities with overall delivery programmes
- Define resourcing requirements and develop resource capabilities to meet current and future company demands
- Lead continuous improvement activities across the business

Top Internal Relationships

1. Business Solutions Director (reports to this role)
2. Software and data delivery teams
3. Testing and assurance team
4. Internal Subject Matter Experts

Person Requirements

Profile

- Comfortable with leading a variety of multi-disciplinary technical and project delivery resources
- Strives for right first time, regarding rework as failure
- Balances strong customer focus with understanding of the boundaries of contractual obligations
- Strong technology background who understands the complexity and challenges related to implementing physical infrastructure and software and the dynamic between the two
- Has an eye for detail and rigour but can see the bigger picture and drive people towards it





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- Is not afraid to own the challenge and be accountable for success and is able and comfortable having challenging conversations
- A leader of people with the ability to build and motivate teams in sometimes difficult and pressurised situations
- Has proven experience implementing technology into highly regulated and safety critical environments
- Thrives on getting the job done and getting involved with the team to make us a success

