



Job Title: Services Delivery Manager

Job Location: Remote (Work from home), with travel to client sites as required

Agilea Solutions is a rapidly growing, energetic consulting company with a fun, fast-paced team environment. In this innovative company you will bring us your passion to deliver, your strong technical and functional skills, and we will provide you with the opportunity to deliver innovative solutions to our enterprise clients.

We help clients ensure their Workforce Management (WFM) systems can respond to rapidly changing business needs and deliver more effectively. Timekeeping, Absence Management and Scheduling are not only key components of WFM systems, but they are crucial business processes for our enterprise clients. Our TestAssure automated testing software (www.testassure.com) delivers value to our clients by helping them properly test their WFM systems to ensure those systems continue to deliver accurately and with precision. We are looking for a Services Delivery Manager to support our growing TestAssure deliver team.

Position Summary:

The Services Delivery Manager is responsible for providing functional, technical and project management expertise to help support the delivery of Testing services or other Workforce Management Solutions to Agilea Solutions' clients. Duties will vary, but the Services Delivery Manager will work with the VP of Services and internal team members to manage and track project delivery, project resourcing and project status, so that our TestAssure services team can effectively and efficiently deliver projects to our enterprise clients.

Essential Duties & Responsibilities:

- Develop expertise in the TestAssure platform and associated Services (QA Strategy, QA Planning, Test Writing and Execution)
- Understand Behavior Driven Design (BDD), the TestAssure platform, and how to use it to document and develop tests for clients
- Provide oversight and management of TestAssure's projects, including timelines, resource, and budget
- Assist with resourcing and staffing projects as needed
- Work with internal team members to support their growth and project delivery capabilities
- Help refine and maintain the necessary training programs to ensure that new and existing Services team members can effectively and efficiently deliver high quality services to clients
- Assist the project teams with project execution and management of client issues
- Work with internal stakeholders and other departments to help achieve the overall goals of the TestAssure Services team
- Manage multiple tasks, work in a team environment and/or independently, understand and be responsive to project and client needs
- Communicate progress and provide status updates to your team on a daily basis
- Work with geographically dispersed resources and virtual teams
- Build and maintain relationships with your Agilea Solutions colleagues, Partners and client resources