

About Conduent:

Through our dedicated associates, Conduent delivers mission-critical services and solutions on behalf of Fortune 100 companies and over 500 governments – creating exceptional outcomes for our clients and the millions of people who count on them. You have an opportunity to personally thrive, make a difference and be part of a culture where individuality is noticed and valued every day.

Job Description: (<https://careers.conduent.com/us/en/job/90264/Senior-Project-Management-Analyst>)

Sr. Delivery Management Analyst

Conduent is looking for a Senior Delivery Management Analyst to successfully execute client implementations for Backend Solutions, monitor and deliver Public Safety projects worldwide for the Transportation line of business. They will contribute to and manage projects, backend timelines, and communicate status updates to key stakeholders.

This position will within Conduent's Public Safety division and be responsible for managing client implementations for Backend Solutions (this list is not all inclusive: Business Rules, Database Setup Execution, IVR Script submissions, Merchant ID/Lockbox Setup) and help the client and the internal team prepare for program launches.

Successful candidates must have a strong sense of urgency and to drive Backend implementations to completion and be successful in a collaborative environment. Communication skills are critical as well as balancing both client and internal team objectives while adhering to established timelines and contract scope

Qualifications Highly Desired

- Must have excellent communication and problem-solving abilities. This position requires extensive interaction on the phone, web conferencing, and e-mail with our external clients, third-party vendors, and other Conduent employees.
- A minimum of 2 years' experience in the public safety services sector. **Backend Database experience preferred.**
- Experience interfacing with external clients, including written, telephonic, and face to face interactions and project level communications.
- **Knowledge of MS Project, Teams, Outlook, Excel, Word, and Smartsheet is required.**
- Excellent organizational and time management skills.
- Ability to perform successfully in a high-pressure, fast-paced working environment.
- Ability to work independently.
- Careful attention to detail in all aspects of the job.

Key Responsibilities & Duties

- Performing technically based activities.
- Contributing to and managing projects.
- Utilizing analytical ability to solve problems and make recommendations.
- Leveraging relationships by interfacing with and influencing key stakeholders.

- Perform and collaborate with appropriate stakeholders from start to finish on client(s) program processes.
- Perform Backend Implementation (**not an all-inclusive list**): **Client Business Rules, Database setup, DMV status updates, IVR Script setup, Lockbox setup, Create Notice(s) and Correspondence(s) documentation.**
- Execute, monitor and control database changes.
- Create, track, and monitor Jira ticket submissions through closed status.
- **Test Client Database** in Integration before pushing into production.
- Perform PO creation, equipment tracking and front-end tasks as needed.
- Perform new vendor onboarding processes as needed.
- Work is primarily achieved by individual or through project teams, utilizing area(s) of expertise to achieve results.

Interpersonal Skills

- Exchanges complex information and ideas effectively.
- Excellent organizational and time management skills.

Responsibility Statements

- Assists in the overall business unit performance driving SLAs.
- Ensures adherence to best practices for the delivery of the Statement of Work.
- Liaison between operations and clients to ensure protocols are followed.
- Assists with conflict resolution.
- Performs other duties as assigned.
- Complies with all policies and standards.

Pay Transparency Laws in some locations require disclosure of compensation and/or benefits-related information. For this position, actual salaries will vary and may be above or below the range based on various factors including but not limited to location, experience, and performance. In addition to base pay, this position, based on business need, may be eligible for a bonus or incentive. In addition, Conduent provides a variety of benefits to employees including health insurance coverage, voluntary dental and vision programs, life and disability insurance, a retirement savings plan, paid holidays, and paid time off (PTO) or vacation and/or sick time. The estimated salary range for this role is \$80,465 - \$104,500.

Closing:

Conduent is an Equal Opportunity Employer and considers applicants for all positions without regard to race, color, creed, religion, ancestry, national origin, age, gender identity, gender expression, sex/gender, marital status, sexual orientation, physical or mental disability, medical condition, use of a guide dog or service animal, military/veteran status, citizenship status, basis of genetic information, or any other group protected by law.

People with disabilities who need a reasonable accommodation to apply for or compete for employment with Conduent may request such accommodation(s) by clicking on the following link, completing the accommodation request form, and submitting the request by using the "Submit" button at the bottom of

the form. For those using Google Chrome or Mozilla Firefox please download the form first: [click here to access or download the form](#). You may also [click here to access Conduent's ADAAA Accommodation Policy](#).

At Conduent, we value the health and safety of our associates, their families and our community. Under our current protocols, we do not require vaccination against COVID for most of our US jobs, but may require you to provide your COVID vaccination status, where legally permissible.