Job Descriptions & Requisitions

Looking to hire someone to help drive digital adoption

and own WalkMe within your organization?

These templates are here to help make this process easy!

Templates:

Questions?

If you're a WalkMe Customer, please join the conversation in our Community .

Not yet a customer? Please contact sales@walkme.com for assistance.

WalkMe Digital Adoption Manager

When to Use
This job description is a little more strategic. Recommend using this one if you're looking for someone to lead the WalkMe initiative, work closely with business stakeholders to prioritize and design, and also implement the solutions.

Alternate Titles
WalkMe Digital Adoption Leader / Consultant / Strategist / Specialist

Job Summary
Our company is powered by people and by software. It is crucial to our organization that employees and software work together seamlessly, to drive operational efficiency, ensure productivity, and manage costs. This individual will spearhead and manage the company's digital adoption initiatives, to ensure that our organization is getting the most out of our digital assets. As a Digital Adoption Manager, you will be responsible for helping the business as a whole strategically drive adoption and engagement with our enterprise software. You will work closely with stakeholders throughout the organization, including operations and L&D, to develop and execute a holistic strategy based on value and impact with a strong focus on User Experience. Responsible for efficiency and effectiveness of systems and processes, productivity, data integrity, process consistency, documentation and training.

Responsibilities
- Partner with business stakeholders across the company to understand individual department and company goals/initiatives and assess the correlated digital adoption challenges
- Work on cross functional delivery teams that design, develop, deliver, and maintain digital products
- Research and think analytically about strategy and solutions, and subsequently initiate dialogue with stakeholders about execution of digital readiness and adoption
- Assess needs and use cases, quickly design impactful and creative solutions, measure results, and iterate and improve to drive optimal outcomes
- Collaborate with business, technical and creative partners to ensure timely delivery of software readiness, communications and training
- Measure and evaluate the impact of solutions developed against KPIs set forth to drive ROI back to the business
- Seek feedback and obtain consensus across stakeholders from project initiation through final approval
- Collaborate with WalkMe CSM and Sales contacts in order to get the most out of the WalkMe tool and ensure that expansion of Digital Adoption Platform is not hindered by technical or licensing limitations
- Manage a small-medium sized team of full-time or part-time dedicated resources in order to disseminate product knowledge, assist with technical hang-ups, assist with prioritization and assignment of project-based initiatives, and up-leveling all related metrics/ROI

Qualifications and Skills
- Bachelor's Degree
- Ability to facilitate leadership discussions and build consensus around a strategic direction
- Possess and obtain expertise related to driving adoption with digital user experience journeys
- Ability to prioritize and implement projects from multiple stakeholders based on value added back to the business
- Ability to understand technical possibilities and limitations of the tools at your disposal in order to troubleshoot and maintain implementations over time
- Experience collaborating cross-functionally to create alignment and support
- Experience working in a deadline-driven environment and multitask/prioritize a workload of competing priorities
- Ability to independently manage several projects simultaneously and operate under tight deadlines
- Strong organizational skills with a high attention to detail
- Excellent written, verbal and presentation skills to present findings and recommendations to stakeholders
- A natural excitement and ability to learn technologies and explain technical issues to a variety of audiences, including enterprise architects, developers and management
- Background in organizational change management or learning & development is a plus
- WalkMe experience is preferred, although not required
- Proficiency in Microsoft Word, Excel and PowerPoint is a must
- HTML, CSS, and/or JavaScript experience is an advantage
- 1-3 years of implementation or professional services experience at a SaaS company
- UX Background is a plus
- Familiarity with Workday, Salesforce, SuccessFactors, Dynamics, other enterprise software is a plus

WalkMe Digital Adoption Implementation Manager

When to Use
This job description is more technical in nature. Recommend using this one if someone else will be managing the project, and just needs someone to execute technically.

Alternate Titles
WalkMe Professional Services, WalkMe Implementation Manager, WalkMe Admin

Job Summary
Our company is powered by people and by software. It is crucial to our organization that employees and software work together seamlessly, to drive operational efficiency, ensure productivity, and manage costs. This individual will help to design and implement the company's digital adoption initiatives, to ensure that our organization is getting the most out of our digital assets.   As a Digital Adoption Implementation Specialist, you will be responsible for helping the business as a whole strategically drive adoption and engagement with our enterprise software. You will work closely with stakeholders throughout the organization, including operations and L&D, to develop and execute a holistic strategy based on value and impact with a strong focus on User Experience.

Responsibilities
- Manage the implementation of WalkMe's digital adoption platform across the company's digital assets
- Assess needs and use cases, quickly design impactful and creative solutions, measure results, and iterate and improve to drive optimal outcomes
- Collaborate with business, technical and creative partners to ensure timely delivery of software readiness, communications and training
- Drive agile development processes to deliver new features and functionality to ensure best in class digital user experience
- Measure and evaluate the impact of solutions developed against KPIs set forth to drive ROI back to the business
- Apply presentation skills to demonstrate the messaging, specifications and desired benefits
- Seek feedback and obtain consensus across stakeholders from project initiation through final approval
- Influence and deliver in an environment with multiple stakeholders, competing priorities and timeline
- Ability to understand technical possibilities and limitations of the tools at your disposal in order to troubleshoot and maintain implementations over time
- Collaborate with WalkMe CSM and Sales contacts in order to get the most out of the WalkMe tool and ensure that expansion of Digital Adoption Platform is not hindered by technical or licensing limitations

Qualifications and Skills
- Bachelor's Degree
- Experience working in a deadline-driven environment, where attention to detail, and the ability to multitask/prioritize a workload of competing priorities
- Ability to independently manage several projects simultaneously and operate under tight deadlines
- A natural excitement and ability to learn technologies and explain technical issues to a variety of audiences, including enterprise architects, developers and management
- Strong organizational skills with a high attention to detail
- Strong analytical and problem-solving skills
- Background in organizational change management or learning & development is a plus
- WalkMe experience is preferred, although not required
- Proficiency in Microsoft Word, Excel and PowerPoint is a plus
- HTML, CSS, and/or JavaScript experience is an advantage
- 1-3 years of implementation or professional services experience at a SaaS company
- UX background is a plus
- Familiarity with Workday, Salesforce, SuccessFactors, Dynamics, other enterprise software is a plus