# Digital Adoption Program Manager

**About the Job**

WalkMe pioneered the Digital Adoption Platform (DAP) to empower business leaders to realize the promise of technology in today's overwhelming digital world. Through WalkMe's guidance, engagement, insights, and automation, employees are more efficient, executives have better visibility into digital usage, and organizations maximize the full value of their digital assets to empower digital transformation.

The Digital Adoption Program Manager will manage the company’s digital adoption initiatives to ensure we are maximizing the potential of our technology investments, based on value and impact with a strong focus on user experience.

**Responsibilities**

* Develop and enforce a governance model that supports scaling the program across the organization, and overseeing project-level execution with the WalkMe technology.
* Coordinate strategic goal cascading exercises with executive leaders to determine Digital Adoption priorities for the year
* Lead key stakeholder relationships with Operations, L&D, Change Management, and functional leadership to develop and execute a holistic digital adoption strategy
* Partner with Business Owners and Business Analysts to continually measure and evaluate solution impact developed against KPIs set forth by the business
* Analyze efficiency of Digital Adoption Programming operational model and recommend/implement adjustments to continually scale
* Conduct retrospective analysis of impact and headcount/output ratio, with recommendations on adjustments for future quarters
* Manage a team of Project Leads and Builders, forecasting an implementation roadmap and additional headcount (if needed) based on pipeline
* Support Project Leads in relationship-building and continued problem discovery with cross-functional teams
* Research and think analytically about strategy, and subsequently initiate dialogue with stakeholders about execution of digital readiness and adoption
* Seek feedback and obtain consensus across stakeholders from project initiation through final approval
* Drive feedback on Digital Adoption Programming through cadence of NPS or CSAT surveying
* Proactively align with WalkMe Success Teams to understand new WalkMe product features and identify optimization opportunities for current implementations

**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
* Familiarity with Workday, Salesforce, SuccessFactors, Dynamics, other enterprise software is an advantage
* HTML, CSS, and/or JavaScript experience is an advantage; UX Background is a plus
* 1-3 years of implementation or professional services experience at a SaaS company
* WalkMe Program Manager Certification is preferred, although not required. If candidate is not WalkMe Program Manager Certified, the expectation will be to go through the WalkMe Certification Program upon hire

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# Digital Adoption Project Lead

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WalkMe pioneered the Digital Adoption Platform (DAP) to empower business leaders to realize the promise of technology in today's overwhelming digital world. Through WalkMe's guidance, engagement, insights, and automation, employees are more efficient, executives have better visibility into digital usage, and organizations maximize the full value of their digital assets to empower digital transformation.

The Digital Adoption Project Lead is an important member of the WalkMe Center of Excellence team. We're looking for a passionate team member who will partner with functional leadership to understand business pain points and goals, and to recommend scalable solutions using WalkMe technology. Ideal candidate has previous project management and customer relationship experience, and is passionate about providing an exceptional experience for every customer.

**Responsibilities**

* Manage simultaneous onboarding and implementation projects for our internal stakeholders in partnership with the Digital Adoption Builder while managing scope, budget, schedule, and quality
* Own playbooks mapping problem discovery with high-impact solution design, to create consistency (Owned/created in partnership with the Digital Adoption Program Manager and Digital Adoption Builders)
* Partner with the Digital Adoption Program Manager to create comprehensive status reports and communication plans to internal and customer project teams, including expectation management
* Partner with the Digital Adoption Program Manager to complete app-level problem discovery with department stakeholders once strategic objectives have been identified
* Consult on best practices, creative solutions, and ways to use the WalkMe product suite to create impactful implementations
* Develop project plans and ensure delivery while managing scope, budget, schedule, and quality
* Identify and address implementation risks to remove project roadblocks, and engage appropriate internal escalation resources
* Maintain an understanding of your customers' strategic goals to position yourself as a trusted expert and advisor with your customers

**Qualifications and Skills**

* Bachelor’s Degree
* 2+ years of experience in operations, professional services, customer success, or another role requiring project management
* In-depth experience delivering enterprise software application implementations throughout the entire lifecycle
* Excellent communication and influencing skills at all levels of an organization (including technical, business, and C-level)
* Comfortable creating structure and designing processes that ensure customer success
* Able to explain technical concepts to non-technical audiences and to translate requirements into technical deliverables
* Process flow optimization and organizational change management experience within a company or as external consultant
* 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
* UX Background is a plus
* Familiarity with Workday, Salesforce, SuccessFactors, Dynamics, other enterprise software is a plus
* WalkMe Project Lead Certification is preferred, although not required. If candidate is not WalkMe Project Lead Certified, the expectation will be to go through the WalkMe Certification Program upon hire

# Digital Adoption Builder

**About the Job**

WalkMe pioneered the Digital Adoption Platform (DAP) to empower business leaders to realize the promise of technology in today's overwhelming digital world. Through WalkMe's guidance, engagement, insights, and automation, employees are more efficient, executives have better visibility into digital usage, and organizations maximize the full value of their digital assets to empower digital transformation.

The Digital Adoption Builder is an important role within the WalkMe Center of Excellence at our company. We're looking for a passionate and motivated team member who will partner with our customers to design and build solutions that enhance the user experience across multiple websites and platforms

**Responsibilities**

* Oversee multiple concurrently running projects, while managing scope, budget, schedule, and quality
* Consult on best practices, creative solutions, and ways to use the WalkMe product suite to create impactful implementations
* Analyze customer requirements and implement WalkMe solutions across web, desktop, and mobile devices
* Conduct quality assurance testing, host technical training calls, and provide troubleshooting support for customers
* Communicate project roadblocks and resolutions to all team members
* Maintain an understanding of your customers' strategic goals to position yourself as a trusted expert and advisor with your customers

**Qualifications and Skills**

* Bachelor’s Degree or relevant experience
* Experience working in a deadline-driven environment, where attention to detail, and the ability to multitask/prioritize a workload of competing priorities
* A natural excitement and ability to learn technologies and explain technical issues to a variety of audiences, including enterprise architects, developers and management
* Ability to operate under tight deadlines
* Strong organizational skills with a high attention to detail
* Strong analytical and problem-solving skills
* An understanding of basic website features/technicalities, including HTML structure
* Background in organizational change management or learning & development is a plus
* WalkMe Builder Certification is preferred, although not required. If candidate is not WalkMe Builder Certified, the expectation will be to go through the WalkMe Certification Program upon hire