

## Technical Implementations - Associate

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Company: JPMorgan Chase & Co.

Location: Buenos Aires

Category: other-general

## CIB- Treasury Services - Technical Project Manager – Analyst – North America

### Description:

The Technical Implementations Team is responsible for onboarding TS products leveraging file transmissions for new and existing clients. This could include PaySource, ACH/GACH, Check Print, SWIFT, ARP, PayConnexion, or Information/Statement Reporting. This team is an integral part of the client experience, and as such works closely with the sales, service, and implementations teams that cover these CIB clients. The incumbent will also partner closely with other internal teams such as product, connectivity, operations, and technology to provide clients with a high quality implementation experience.

The individual will lead the client through the technical process of setting up and/or testing of inbound or outbound files. This entails providing guidance to clients on product capabilities, gathering and documenting requirements, analysis and expertise with various file formats (ISO XML, NACHA, EDI X12, flat files, , coordinating testing with back offices, explaining test results to clients, requesting production migration, assisting with production verification, and handover to Service/Production Support. This role will handle multiple deals/projects concurrently that may have competing priorities, resources, and timelines. Must work independently with minimal supervision, as well as partner with the larger project deal team. Initial support focus will center on regression test support and low complexity projects, with growth opportunities for higher complexity products/format projects based on incumbent's experience and training.

## **Responsibilities:**

Conduct scoping meeting(s) with the client to ensure product and technical requirements are understood and satisfied in accordance with the client's business and technical needs, as well as, the firm's capabilities

Attend and sometimes lead recurring project status meetings via conference call

Prepare Statement of Work outlining product implementation options and timeline

Use tracking tools and systems (. Deal Manager, SharePoint) to document current project status, issues, and risks for all active projects

Establish test environments, validate file formats, execute file testing, coordinate back office testing, track test results, and assist client with issue resolution

Serve as an effective point of escalation on behalf of client

Support client during production migration and production verification; coordinate with production teams to ensure all components are successfully migrated, and provide timely status updates to the client and project team

Attend meetings and training as required to continue development and product knowledge

Provide support to colleagues when requested; become a subject matter expert for products supported

Attend pre-implementation calls with clients, Project Managers and Sales as needed

Identify and communicate process gaps and improvement opportunities; express willingness to own improvement initiatives

Adhere to all JPMorgan Chase department policy and procedures

## **Qualifications:**

Relevant banking/treasury, technology, and/or project management skills required

Strong client servicing skills; client-facing experience required

Experience using mainframe systems required

Excellent verbal and written communication skills to both clients and internal partners

Ability to manage high work queue levels and effectively prioritize is required

Excellent analytical skills and attention to detail required

Effective issue resolution and escalation skills; must be able to recognize issues and their severity; escalate to appropriate individuals/functions and own those that are appropriate

Proficient in various desktop and internet-based applications

Able to work in a collaborative team environment and partner with colleagues

Must be able to work independently with minimal supervision

Willingness to learn and adaptable to change

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