



Example of Platform Manager Job Description

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Our innovative and growing company is looking for a platform manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for platform manager

- Order new systems and platform services from our cloud service providers
- Keep software stacks up to date to ensure compliance with service and support agreements
- Proven influencing skills across multiple operational and delivery team structures
- Guide client to execute and oversee day-to-day yield management across all campaigns and supply sources, including performance monitoring, identifying and implementing enhancements, issue identification and escalation
- Design and champion innovative, sophisticated strategies and media tactics that uniquely deliver against end-client goals and enable agency partners to deliver exceptional value to their clients
- Develop and maintain strong active relationships with key client stakeholders at mid-management levels
- Manage, train, and mentor a team of 1-4 Platform Solutions Analysts
- Have general knowledge of KU Pace product groups and product lines
- Manage technology related projects and site rollovers and site platform transitions
- Build a world-class technical team

Qualifications for platform manager

- Customer-centric mindset with ability to translate to business objectives

- Experience in developing and/or leading training a plus
- Experience with Medallia, or other CX platforms, is preferred
- Master's degree (MBA, MS, or MMR) - preferred
- Ability to develop and apply principles, methods and tools to analyze business challenges