
POSITION: Project Manager
SUPERVISOR: Chief Executive Officer

CLASSIFICATION: Exempt
Revised On: December 2020

Description

Accomplishes project objectives by planning, executing, evaluating and finalizing project activities related to new and existing projects. Responsible for the overall direction, coordination, implementation, execution, control and completion of specific projects ensuring consistency with company strategy, commitments and goals.

The Project Manager defines milestones for each project, coordinates efforts between Account Management and Service Teams, in order to effectively and efficiently deliver projects according to plan. This position works directly with decision makers and advisors for the client, while defending the Medicine Bow Technologies overall expectations for efficiency in the delivery of all projects and services, ultimately leading to enhanced client satisfaction.

This position requires a high level of independence and strong client service and skills. Organizational ability is important to keep track of all tasks, because the job requires a great deal of multi-tasking. Accurate and timely tracking of client work, service calls, and related documentation including timesheets is required.

Job Responsibilities

Project Management:

- Communicates project expectations; planning, monitoring, appraising, and reviewing project contributions; planning and reviewing actions; enforcing policies and procedures.
- Achieves project objectives by contributing information and recommendations to project plans and reviews; preparing and completing project action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; identifying trends; implementing change orders.
- Lead the planning and implementation of projects
- Facilitate the definition of project scope, goals and deliverables
- Define project tasks and resource requirements
- Develop full scale project plans
- Assemble and coordinate project staff
- Manage project budget and resource allocation
- Plan and schedule project timelines
- Track project deliverables using appropriate tools
- Provide direction and support to project team
- Quality assurance
- Constantly monitor and report on progress of the project to all stakeholders
- Present reports defining project progress, problems and solutions
- Implement and manage project changes and interventions to achieve project outputs
- Project evaluations and assessment of results

Project Phase Management

Project Planning

- Identify project stakeholders
- Determine stakeholders' needs and expectations
- Prioritize demands
- Establish clear set of project goals
- Sequence activities to meet delivery dates
- Produce detailed project schedule
- Determine type, quantity and quality of resources required
- Allocate resources and establish resource schedule
- Determine budget and create financial plan
- Define quality expectations and targets
- Identify techniques for quality control and develop quality plan
- Map risks, identify contingency actions and develop risk plan
- Clarify completion criteria for each deliverable and develop acceptance plan

- Develop communication strategy with stakeholders and establish communication plan
- Identify external supplies required and develop procurement plan
- Assemble project team

Project Manager Skills for Planning Phase

- Long term vision
- Goal setting
- Attention to detail
- Scope, time, quality, resource, risk and cost management skills
- Interactive communication skills
- Expectation management
- Persuasive techniques

Project Execution

- Implement project plans to build deliverables
- Monitor and control project deliverables
- Manage timelines
- Manage costs
- Identify and manage risks
- Assure and control quality
- Suggest and implement modifications to project scope, deliverables, timelines and resources
- Track and monitor procurement
- Prepare and present project status reports to stakeholders
- Support and direct project team

Project Manager Skills for Execution Phase

- Organizational effectiveness
- Team building
- Performance management
- Motivation skills
- Conflict resolution
- Diversity appreciation
- Staff development
- Problem solving
- Adaptability
- Change management
- Consultative skills
- Sense of urgency
- Judgment
- Decision making
- Customer relations management
- Negotiation skills

Project Closure

- Ensure project completion criteria have been met
- Obtain stakeholder approval for final deliverables
- Present final project report
- Handover project documentation
- Release project resources
- Conduct project review
- Evaluate performance against defined project goals

Project Manager Skills for Closure Phase

- Presentation skills
- Data management
- Evaluation skills

Position Requirements

Formal Education & Certification

- Bachelors' degree in Computer Science, MIS, or a Bachelor's degree in Business Administration recommended, or equivalent work experience.
- A minimum of seven years of experience in the IT industry.
- A minimum of five years in a leadership role.
- Qualification in project management or equivalent; can be PMI certified
- Knowledge of both theoretical and practical aspects of project management
- Knowledge of project management techniques and tools
- Direct work experience in project management capacity
- Proven experience in people management, strategic planning, risk management and change management
- Proficient in project management software

Knowledge & Experience

- Critical thinking and problem solving skills
- Planning and organizing
- Decision-making
- Communication skills
- Influencing and leading
- Delegation
- Team work
- Negotiation
- Conflict management
- Adaptability
- Stress tolerance
- Knowledge and experience in cross-functional management methods and techniques
- Knowledge of IT applications, processes, software, and equipment
- Strong organizational, presentation, and client service skills
- Skill in strategic planning with an ability to think ahead and plan over a 6-12 month time span
- Skill in planning and preparing written communications
- Skill in leading people and getting results with a strong client orientation
- Ability to multi-task and adapt to changes quickly
- Ability to work in a team and communicate effectively
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Willing to work occasionally and/or be on call overtime, holidays, and weekends.
- Ability to improve project delivery and participate in improving project offerings.
- Assist in hiring and staffing decisions within the project department.
- The ability to routinely multitask in a fast paced environment.
- Maintain expert knowledge of key products and services including Microsoft Operating Systems, Office applications, network routing, anti-virus solutions, and other key technology offerings.
- Effectively prioritize project requests, escalations along with other duties and tasks on a daily basis.
- Ability to hold the team accountable to the key business metrics.

Working Conditions

- Travel required.
- Ability to attend and conduct presentations.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.