# Project Manager

## Position Description:

The Project Manager is responsible for developing and managing technology projects for customers and for BCTI by managing the cost, time, and scope constraints.  The primary duties include creating and maintaining a project plan that communicates tasks, milestone dates, status, resource allocation, and financial status.  The Project Manager will also define the project's objectives and oversee quality control from beginning to end.  The Project Manager is part of the Technical Services Team and reports directly to the CEO.

## Essential Job Functions

1. In project meeting, along with Technical Service (TS) Manager and Engineer (s),  define project scope, goals and deliverables that will meet customer needs and BCTI business goals
2. Effectively communicate project expectations to team members and customer
3. Set and continually manage project expectations with team members and customer contact
4. With assistance from TS Manager and Engineer (s), plan and schedule project timelines and milestones using appropriate tools
5. Proactively track project milestones and deliverables
6. Keep communication flowing between all parties
7. Decide when internal and external project meetings are necessary to resolve problems, to discuss change in timeline, or to keep the communication open
8. For project meetings with the customer, proactively schedule, write meeting objectives, confirm, and direct meeting
9. Coordinate with the Inside Sales Specialist for product orders, shipping/receiving, and timely delivery of equipment to customer to keep project on time
10. If project is not moving forward at the expected rate, inform the TS Manager immediately
11. Enter all work as activities, service tickets, or project tickets into ConnectWise
12. Responsible for entering project  time and expenses in ConnectWise as it occurs
13. Design and maintain technical and project documentation
14. Define project success criteria and manage project to successful conclusion
15. Document internal processes and procedures related to duties and responsibilities
16. Conduct project post mortems and create a recommendations report to improve the process for the next project
17. Follow all company and department policies, procedures, and guidelines
18. Other duties as needed

## Skills, Knowledge and Abilities Required

1. Experience working both independently and in a team-oriented collaborative environment
2. Ability to shift priorities, demands, and timelines as needed to keep the project moving
3. Proactively manage changes in project scope, identify potential crises, and devise contingency plans
4. React to unforeseen problems quickly and efficiently

5. Excellent communication skills with team members, management, and customers to ensure everyone stays informed and updated throughout project
6. Must be able to learn, understand, and apply new technologies
7. Proactive and tenacious
8. Honest and dependable

## Education and Experience

4 yr. college degree in business management or equivalent work experience.  Preferred - 5 yrs. or more experience in technical project management.  Certifications a plus: Microsoft, Citrix, Cisco, VMware.