

Project Manager - Operations

Job Description

Version Control

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Project Manager Job Description

The Project Manager is responsible for providing our Service Provider Partners (SPPs) and internal teams with successful initiation, planning, design, execution, monitoring, control and closure of projects; along with, documenting process and process improvement tasks. The project manager must have a combination of skills including an ability to ask penetrating questions, detect unstated assumptions and both proactively and reactively resolve conflicts, as well as finely honed communication skills.

The Project Manager will lead the design planning, implementation, tracking, reporting and completion of internal and client facing projects for systems that typically affect many users across several platforms. The Project Manager will be responsible for setting strategic and operational goals, meeting project commitments, and managing project communication and timelines. The Project Manager will be supported by the VP of Operations.

Externally, the Project Manager will manage the client on-boarding process and professional services requests with support from the Engineering and TAC departments. The goal will be to streamline the on-boarding process and document professional services projects so that they can be easily reproduced and executed.

Internally, the Project Manager will manage new product launches, key Engineering and Development projects, document internal processes, and act as a champion for process improvement by crafting solutions for observed deficiencies.

It is imperative that the individual in this job work collaboratively with VoIP Logic's SPPs and internal colleagues. Furthermore, attention to detail and timely, well documented communications through e-mail and project plans are crucial to fostering an excellent client relationship.

Minimum of 5 years' experience with telecommunications and IT projects is a must.

The Project Manager reports to the VP of Operations.

Expected Skills

1. Excellent written and verbal communication: Must have the ability to document projects and disseminate pertinent information.
2. Ability to work effectively, add value as a team member and assume a leadership role in project meetings and process improvement initiatives.
3. Demonstrated project management and process improvement knowledge utilizing consultative skills.
4. Strong attention to detail in regards to client communication both internally and externally.
5. Ability to understand complex technical and selling situations and the ability to subsequently document the subject at hand, creating a proper plan and timeline, implementing the plan, and closing the project plan.
6. Ability to apply judgment, to implement solutions and to resolve conflicts, all in a multitasked environment.
7. Exceptional work ethic.

Expertise Requirements

- Proven working experience in project management in the telecommunications sector.
- Solid technical background with understanding and/or hands-on experience in telecommunications, software development and web technologies.
- Excellent client-facing and internal communication skills.
- Excellent written and verbal communication skills.
- Solid organizational skills including attention to detail and multi-tasking skills.
- PMP certification is a plus.

Essential Functions

1. *Plan the project*
 - a. Define the scope of the project in collaboration with senior management.
 - b. Create a detailed work plan which identifies and sequences the activities needed to successfully complete the project.
 - c. Determine the resources (time, money, equipment, etc) required to complete the project.
 - d. Develop a schedule for project completion that effectively allocates the resources to the activities.
 - e. Review the project schedule with senior management and all other staff that will be affected by the project activities; revise the schedule as required. Maintain project notes in Asana (or otherwise internally accessible).
 - f. Determine the objectives and measures upon which the project will be evaluated at its completion.
2. *Implement the project*
 - a. Execute the project according to the project plan.
 - b. Develop forms and records to document project activities.
 - c. Set up files to ensure that all project information is appropriately documented and secured.
 - d. Monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project.
 - e. Establish a communication schedule to update stakeholders on the progress of the project. Update project progress in Asana or using other internal tools.
 - f. Review the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards.
3. *Control the project*
 - a. Write reports on the project for management and SPPs.
 - b. Communicate with internal teams and SPPs.
 - c. Ensure that all project details are up to date.
 - d. Prepare reports and supporting documentation for internal teams and SPPs.
4. *Evaluate the project*
 - a. Ensure that the project deliverables are on time, within budget and at the required level of quality.
 - b. Evaluate the outcomes of the project as established during the planning phase.

Employment Requirements

1. Ability to work from home environments with premium Internet residential services (at least 10 Mbps).
2. Ability to adhere to VoIP Logic's corporate Employee Handbook guidelines.
3. 100% verbal and written English. A foreign language is a plus.

4. Full time availability – This is not a part-time job and requires a high level of commitment.
5. A desire to go above and beyond to exceed our client's expectations.
6. Ability to travel no more than 10%.
7. Required work time zone: US Eastern.
8. Availability to schedule work during non-business hours (US Time zone) with short notice.

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