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Project Manager

Key Results Area

This person is the primary point of contact representing client requirements throughout the Life Cycle of a project. This person may work on either development or infrastructure projects to facilitate the delivery of successful I.T. solutions that meet client needs. This person must be resourceful and able to communicate effectively with others.

Office Hours: Flexible

Key Results Area #1: Manage Project Life Cycles

1. Work with clients to determine requirements and needs
2. Review design of solutions to ensure all requirements are satisfied
3. Accurately define scope for projects and develop project plans
4. Monitor time and dollar expenditures to ensure projects and budgets meet established targets
5. Evaluate overall and individual work performance to determine effectiveness in providing quality products within time and cost restraints
6. Prepare long and short term strategic plans as needed for projects
7. Review software programming techniques and computer usage to ensure efficient and effective procedures are utilized
8. Manage day-to-day operational aspects of a project and report real-time status of project to executive management when requested
9. Write periodic progress, project status, and problem resolution reports regarding projects for management review
10. Minimize and manage risk effectively on a project
11. Exhibit proficiency in Microsoft Project

Key Results Area #2: Ensure Client Satisfaction and Future Work

1. Review deliverables prepared by team before reviewed by client
2. Produce clearly written documents that demonstrate effective written communication
3. Integrate and improve policies and procedures, short- and long-term objectives, and client business plans
4. Demonstrate continuous effort to improve operations, decrease turn-around times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service
5. Evaluate the work of project teams engaged in system analysis and design, programming, and customer support
6. Explain complicated and technical information in simple, non-technical language both verbally and in writing
7. Monitor project information to determine project problems
8. Exhibit proficiency with tools and platforms used on projects
9. Integrate IT resources and client needs for project and services so that realistic strategic goals are established, measured, and met

10. Manage client expectations throughout the project life cycle, especially concerning issues, features, and changes to scope and timeline
11. Identify business development and "add-on" sales opportunities as they relate to a specific project
12. Seek job knowledge through own initiative

Key Results Area #3: Effectively Manage and Communicate with Project Team

1. Manage teams of up to 2-8 people including designers, architects, developers, and QA personnel
2. Clarify and communicate project objectives and success criteria to the team
3. Reconcile disputes amongst staff regarding resources, deadlines, and standards
4. Develop and maintain good interpersonal skills regarding teamwork, cooperation, motivation, and listening
5. Exercise initiative and creativity in the improvement, development, and implementation of projects
6. Develop a trusting working relationship with clients, team members, management, etc. and motivate team members to achieve milestones
7. Translate client feedback into technical changes for internal project team
8. Set project quality and performance standards
9. Act as a liaison with internal and external information technology providers across multiple projects and services
10. Make oral and written presentations to executive management and external audiences
11. Act as a liaison, problem solver, and facilitator