



JOB DESCRIPTION

Position: Project Manager – Managed Services
Reports To: Director, Operations
Date: December '2011

JOB SUMMARY

Reporting to the Director, Operations, the Project Manager is responsible for the successful completion of all Managed Services projects. As the key contact with the customer, this position is responsible for weekly customer updates, project management reporting requirements and all phases of the project lifecycle.

DUTIES & RESPONSIBILITIES

- Oversee implementation of all phases of Managed Services projects taking into account customer priorities, internal AKN resources, and supplier schedules to most effectively rollout the project
- Successful completion of project deliverables defined by SOWs.
- Assigns and follows up on tasks, activities, and deliverables to project team
- Achieves operational objectives by contributing information and recommendations to strategic plans and reviews
- Prepares and completes action plans; implements production, productivity, quality, and customer-service standards; resolves problems; completes audits; determines system improvements.
- Review projects regularly for adherence to project management methodologies, standards and guidelines and make recommendations as required
- Issues project updates at specified intervals, identifying key achievements, current status, next steps
- Manages budget and project plan. Meets financial objectives by forecasting requirements; preparing a budgets; scheduling expenditures; analyzing variances; initiating corrective actions.
- Delivers meeting and status reports
- Tracks and resolves all project-related issues, documents and responds to all scope-changing requests including benefits and impacts
- Provides feedback and development points to project team
- Build sound relationships with customers and suppliers
- Mediates disputes and ensures team cohesiveness
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

SKILLS & EXPERIENCE

- Minimum 5 years of experience in a similar role with specific experience in project management deployment of 1 or more of the following: Systems and Storage, IP/Telephone, Networking, Security and/or consulting in these areas
- Completion of PMP certification
- Strong business knowledge



- Developing Budgets, Coaching, Supervision, Staffing, Project Management, Management Proficiency, Process Improvement, Tracking Budget Expenses, Self-Development, Planning, Performance Management
- Information Technology background; experience with IT related projects and SOW, specializations in Cloud/Managed Services areas
- Experience managing complex, multi-site integration projects

BEHAVIORAL COMPETENCIES

- Strong analytical, consulting/client service, and relationship building skills
- Exceptional prioritization skills with the ability to manage multiple projects
- Excellent communications skills, both written and verbal.
- Strong self-management skills with the ability to work independently with minimal direction
- Strong organizational skills, including the ability to manage multiple tasks and projects with competing priorities.
- Orientation to schedules and deadlines.
- Ability to manage time effectively.
- Assumes responsibilities for own actions.
- Works collaboratively with team to accomplish goals; Ability to deal with all levels of the organization
- Strong problem solving skills.
- Manages conflict positively and resolves differences through negotiation.
- Builds and maintains relationships with other team members and co-workers

WORKING CONDITIONS

- Majority of work takes place in comfortable office environment. Minimal travel to client locations is required. Occasional lifting of equipment required.