



JOB DESCRIPTION

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

Position Summary

The Project Manager is responsible for prioritization of all AKN projects and the management of Project Coordinators, with a clear focus on complete customer satisfaction. A project may involve the restructuring of an entire network or the implementation of a single service and/or Managed Services projects. The Project Manager will be the primary point of contact with the customer during the Provisioning cycle while simultaneously prioritizing and delegating Project Coordinator responsibilities. In addition, this position is responsible for weekly customer updates and all project management reporting requirements. The Project Leader will also be responsible for implementing project management best practices (and customizing for the AKN environment) and mentoring the Project Coordinator team. This position functions in a multi-project environment and must be able to effectively oversee internal, customer and supplier resources to deliver projects on time and on budget.

Responsibilities

- Oversee the implementation of all phases of AKN projects taking into account customer priorities, internal AKN resources, and supplier schedules to most effectively rollout the project.
- Build sound relationships with customers and suppliers.
- Understand the nature of the customer's business and the impact of project implementation.
- Understand supplier service offerings on both a business and technical level.
- Effectively manage customer expectations as they relate to project implementation.
- Maintain effective communication with the customer throughout the implementation process including weekly customer updates.
- Effectively manage project changes and ensure proper communication to all departments.
- Summarize the status of projects and identify late or potentially late projects; communicate and escalate to senior management accordingly.
- Collaborate in the design and implementation of project management tools and processes to increase efficiency; train and mentor Project Coordinators on effective use of these tools
- Prioritize projects based on business criteria and delegate work to Project Coordinators accordingly
- Lead the facilitation of project planning sessions.
- Review projects regularly for adherence to project management methodologies, standards and guidelines and make recommendations as required.
- Maintain awareness of changing technologies and their impact on AKN and AKN's customer base.

Required Skills and Knowledge

- Minimum 5 years of experience in a similar role
- Completion of or working towards PMP certification
- Strong business knowledge.
- Good technical understanding of wide area networking and AKN's service offerings.

**Skill Set Required**

- Strong people management experience and capability
- Excellent communications skills, both written and verbal.
- 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.
- Works both independently and as part of a team.
- Ability to adapt to changing technologies and how they impact AKN's service delivery to customers.

Working Conditions:

Majority of work is performed in comfortable office environment.