

Job Class: Project Manager
Job Title: Project Manager
Department: Product Development
Direct Report: No
Supervisor's Title: Manager, Professional Services Group
Job Summary: Plans, directs, and manages activities of Product Development Implementation projects to ensure that project deliverables and goals are accomplished within the prescribed time frame and funding parameters by performing the duties personally or through matrix staffing.

- Essential Duties:**
- Manage projects from conception through completion; establishes requirements; manages implementation process; manages specific project training and project closure.
 - Direct the management of moderate and large sized project budgets, including expenditures for consultants and vendors, in order to meet project cost objectives.
 - Benchmarks project progress including testing and integration
 - Develops project plans specifying goals, strategy, staffing, scheduling, identification of risks, contingency plans, and allocation of available resources.
 - Identifies and schedules project deliverables, milestones, and required tasks.
 - Coordinates recruitment or assignment of project personnel including assignment of duties, responsibilities, and scope of authority.
 - Directs and coordinates activities of project personnel to ensure project progresses on schedule and within budget.
 - Prepares project status reports and keeps management, clients, and others informed of project status and related issues.
 - Coordinates and responds to requests for changes from original specifications.
 - Develops and maintains all project deliverable documentation.
 - Prepares and presents the statement of work for identified clients in conjunction with account management.
 - Collaborates and consults with business units to assist in identifying problems and issues and recognizes resources needed to bring problems and issues to resolution.
 - Other duties as required to foster the efficiency and effectiveness of assigned project.

**Qualifications /
Competencies**

Effective verbal and written interpersonal communication, organizational skills, time management skills and initiative required. Working knowledge of project management best practices and standards is required. Previous project management experience in a technical environment is preferred. Ability to work with minimum supervision is required. Proficiency in MS Office required with MS Project experience preferred. Extensive travel required.

- Ability to Identify and resolve problems in a timely manner, by gathering and analyzing information, developing alternative solutions and using reason when dealing with emotional topics.
- Ability to manage assigned projects by developing project plans, coordinate projects, communicate and manage change and manage project team activities.
- Ability to manage difficult and/or customer situations by responding promptly, soliciting customer feedback and meeting commitments.
- Ability to balance clients request with company objectives to ensure that the clients expectations can be meet without jeopardizing the companies strategic plan.
- Ability to solve project problems and conflicts without point blame and remaining open to others ideas or suggestions.
- Ability to delegate work assignments by matching tasks to the person, setting meaningful expectations and monitoring delegated activities.
- Ability to manage large scale System Application Implementations.

**Education and/or
Experience:**

Bachelor's degree (B. A.) from four-year College or university and one to two years related experience and/or training; or equivalent combination of education and experience.