

JOB DESCRIPTION

Job Status: Permanent / Full Time

Title: Service Delivery, Project Manager (SD-PM)

Reports to: Supervisor, Project Management

Position Overview: Responsible for the direction, coordination, execution, control, and completion of project management functions associated with Spectrotel Business customers. This includes scope of work review, project planning, tracking, reporting, internal & external customer communications, personnel management, and quality control. Work requires a great deal of planning and independent discretion to ensure that projects are completed in a timely manner and in Spectrotel's best financial interests. Responsible for key decisions such as expediting the scheduling of high-profile projects to maximize immediate reoccurring revenue, identifying priority locations/services when expediting the entire project may not be available, and driving the provisioning process from order creation through to billing completion. Spectrotel's products include but are not limited to the following: Voice: POTS, Centrex, RCF, Trunks, PRI's, T1s, SIP and Hosted PBX. Data: TLS, MPLS, Cable, Fiber, DSL, Ethernet, Private Lines, Burstable Internet, Wireless and other Managed Services such as Desktop phone sets, Routers, Firewalls, etc. The ideal candidate is one that provides leadership, technical and operational direction, as well as quality assurance for every aspect of the workflow by providing tactical direction for all facets of the process.

Essential Functions:

- The SD- PM will manage all assigned projects in support of Spectrotel Business customers. Plans sequencing of projects and directs employees, vendors, and third parties to accomplish projects on agreed upon timeframes. Sets and manages customer expectations.
- Manages projects to ensure profitability by proactively identifying and mitigating project risks.
- Work closely with functional business divisions, vendors, and customers in defining project priorities, approach, resource requirements and timing of deliverables. Drives provisioning process by identifying timelines and coordinating simultaneous or linear order submission in an effort to limit cost, gaps in interval and ensure projects are completed within Spectrotel's established intervals.
- Evaluates the need for vendor work and identifying any need for additional equipment installation to service the location.
- Analyzes communications and requests from clients, support departments, and agents to determine what course of action is necessary. Updates appropriate management team on project status. Communicates project requirements to other departments. Escalates internally as needed to ensure project completion.
- Coordinates with vendors and POC's for building access and install dates.

- Manages long range logistics and planning for multiple customer projects. Obtains feedback at critical milestones and at project completion to ensure that project efforts are meeting customer expectations for time, cost, and results.
- Conducts demonstration of the Customer Portal with the client to ensure portal utilization.
- Conduct post installation service and billing review with customer.

Other Duties:

- Perform any duties within the scope of Spectrotel's daily operations to serve the needs of the business as dictated by their Director/Manager.

Physical Requirements:

- Ability to use all electronic & mechanical office equipment & supplies.
- Ability to be seated and working on a computer terminal 2-3 hours at a time

Knowledge, Skills or Abilities

Required

- 3+ years of experience required in related field (i.e., Communications Industry, Project Management, etc.).
- Proficiency of Windows based applications (Word, Excel, Project) and knowledge of Order Management System (OMS).
- Excellent interpersonal, collaborative and verbal and written communication skills to lead and work effectively with teams throughout organization.
- Strong analytical, problem solving, time management and organizational skills.
- Experience managing escalations with minimal senior management intervention required.

Preferred

- BS/BA degree in related discipline strongly preferred (i.e., Business, etc.).
- 2+ years of experience in a leading cross functional leadership role preferred.
- Experience in telecommunications industry desired.

Special Requirements:

- Work overtime as requested by management to maintain efficiency & production.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.



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