



JOB DESCRIPTION

JOB TITLE	Sr. Technical Project Manager
Reports To:	VP of Services

POSITION OVERVIEW

We are seeking a uniquely talented Sr. Technical Project Manager to be a key member of our Project Management Office. You will provide critical support to the sales cycle and leadership of the professional services integration teams.

As a Sr. Technical Project Manager, you will manage complex projects of varying scale from ideation to completion. You will rely on your ability to handle complex, changing, multidisciplinary projects and teams to ensure the client's business problems are solved, and goals reached as defined in a statement of work.

You should rely on your problem-solving skills, business acumen, verbal and written communication skills, leadership skills, team management skills, and relationship building skills. The work environment is fast-paced, and it is heavily focused on team collaboration

DUTIES RESPONSIBILITIES

1. The Sr. Technical Project Manager acts as an ambassador on behalf of Eclipse ensuring customer satisfaction through the effective, profitable, and consistent delivery methodology of projects.
2. The Sr. Technical Project Manager will ensure the successful completion of customer projects based on a defined scope of work outlined in a Statement of Work (also known as a project charter). The Project Manager's objective is to achieve all of the project goals and objectives (defined in approved and signed SoW) while honoring the project constraints of scope, time and budget.
3. Internally, the Eclipse project manager is an integral part of the Eclipse team providing sales support, operational support, and mentoring team members.

POSITION REQUIREMENTS:

- Maintains Project Management Professional Designation (PMP)
- Creates and manages multiple and/or large scale customer project plans, including scope, time, cost, quality, resource, communication, risk management, procurement, escalation and issue management.
- Provides the Operations Director with time reporting data of time allocated/spent by project per week as well as resources assigned to projects.
- Participates and lead in weekly Project Management Meetings to review the status of active engagements, challenges, resource issues, resource allocation, and customer milestone billings.
- Helps develop and implement project management processes and procedures to increase the success factors of each project implementation such that each project is delivered with consistency regardless of Project Manager assigned.
- Establishes post-project processes including customer surveys, internal lessons learned and review of project metrics in terms of level of effort estimates versus actual work/ time spent to complete projects.
- Minimizes Eclipse's and clients' exposure and risk on projects by:
 - Managing day-to-day operational aspects of a project.
 - Tracking and managing project schedule and budget.
 - Tracking and logging issues and if necessary, chairing a formal issues review process.



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- Manages customer expectations and changes by following strict adherence to change control methodology.
- Ensures all project related customer sign-offs are obtained.
- Reviews all deliverables prepared by project team prior to disseminating to the client to ensure the highest quality control.
- Effectively applies Eclipse's project execution methodology and enforce project standards always.
- Ensures project documents are complete, current, and stored appropriately on the Eclipse network drive.

QUALIFICATIONS

EXPERIENCE REQUIREMENTS:

The Project Manager must be able to demonstrate successful execution of IT infrastructure projects, from simple to complex, possessing the skills sets outlined below:

- Educational background, preferably in the fields of *computer science* or *engineering* focused as a *technical project manager*.
- Project Management Professional Designation (PMP).
- Experience managing complex, multi-site integration projects.
- Very strong project life cycle methodologies and processes.
- Ability to develop and manage detail "infrastructure" project plans.
- Excellent people skills and leadership qualities.
- Superior customer service skills:
 - Ability to communicate with customers at all levels and to effectively liaise with key stakeholders at the executive level.
- Ability to work on many projects concurrently without displaying a flustered stress level.
- Ability to work independently, prioritize workload and manage multiple tasks.
- Excellent organization and communication skills, verbal and written.
- High level of experience with MS Project & MS Office Suite.
- Excellent documentation ability.
- Must be a team player and foster a team spirit.
- Strong analytical skills with ability to provide option/alternatives to problems.
- At least 10 years of project management experience in an IT organization or solution integrator.