

FTE || Project Manager for AssetWorks (Facilities):

The Professional Services Project Manager (PM) will be responsible for direct management of projects across the AssetWorks Services portfolio, including small and large scale, key client projects. The PM will work directly with Services consultants, implementers, and developers to ensure successful engagements, high customer satisfaction, and consistency across all projects managed.

Project Manager duties will include project initiation and planning alongside the PMO Manager, scheduling internal resources, monitoring/controlling various projects concurrently, and closing projects.

Responsibilities:

- Ensure that all projects are delivered on-time, within scope, and within budget
- Provide software implementation project management support for new and existing customers, and overall management of the project direction as related to functionality, timeline, and budget
- Ensure resource availability and allocation by coordinating internal resources
- Execute predefined project plans to monitor and track progress while managing changes to scope, time, cost, resources, issues, quality, etc.
- Maintain comprehensive project documentation, including but not limited to, project status reports, RAID management, project workbooks, and project system of records.
- Utilize Jira and other tools to provide visibility into planned and ongoing work.
- Ensure regular reviews of all projects with appropriate stakeholders
- Build value-based relationships with client executives and key stakeholders
- Secure acceptance and approval of deliverables from the project sponsor
- Partner with internal product and development teams to increase visibility, collaboration, and alignment with customer needs
- Partner with Services leadership to drive continuous improvement of delivery
- Assist the PMO Manager with growing the PMO and reinforcing best practices and standards
- Monitor and update the forecast based on current project changes and pipeline opportunities
- Attend conferences and training as required to maintain proficiency

Qualifications:

- Proven working experience as a Project Manager, including knowledge of best practices and the ability to implement them in a process maturing environment
- A minimum of 5 years' IT industry experience (computer, networking, storage, application development); Experience with higher education preferred.
- 5 or more years' experience in customer-facing roles within professional services program management, preferably with a software professional services organization
- Creation and maintenance of schedules using Microsoft Project
- Efficiency with Microsoft products, issues/defect tracking software required; Apple preferred
- Exceptional skills working with budgets, financial plan development and revenue management, including contract structures and types (FF/TM), revenue recognition and invoicing concepts
- Exceptional skills in handling customer-critical issues with a consistent record of risk management
- Effectively communicate with high-level personnel and navigate customer organizations for successful project delivery and acceptance
- Travel up to 10%

- PMI Project Management Professional (PMP) certification or related certification(s) strongly preferred
- Proven experience achieving high value customer relationships, business outcomes, and positive business impact
- Strong organizational, collaboration, communication, interpersonal skills and work ethic
- Capable of articulating relevant PMO business value to sales representatives and customers alike