

Job description - Technical Project Manager (Managed Services)

Our Projects Team is growing and we'd love you to join us. Working in a fast-paced consultancy environment, you will be involved in varied and interesting client and internal Managed Services projects. Our services include the latest technologies which you will be able to learn and adapt to.

As a Project Manager you will have full accountability for the financial success of projects committed to delivering customer satisfaction and quality outcomes. The role holder must be competent at working with the Sales, Pre-sales and Service teams to ensure projects are managed, controlled and communicated effectively. You will comply with and help enforce and evolve standard policies and procedures.

Principle Responsibilities

- Be fully commercially accountable in the delivery of quality customer and internal projects
- Look to improve processes and focus on evolution of delivery quality
- Delivery of outstanding stakeholder management
- Influence and negotiate and resolve conflict within a project environment
- Promote the importance of project management within the business and be an advocate.
- Project planning and resource management.
- Interpret requirements and build a solid well communicated delivery plan leveraging knowledge of Microsoft Project, Smartsheet or other PM Tools.

Project Accounting

- Tracks and reports team hours and schedule on a daily/weekly basis.
- Manages project time allocation against budget.
- Determines appropriate revenue recognition, ensures timely and accurate invoicing, and monitors invoicing and payments.

Communication

- Facilitates team and client meetings effectively.
- Holds regular status meetings with project team.
- Keeps project team well informed of changes within the organisation.
- Effectively communicates relevant project information to key personnel.
- Resolves and/or escalates issues in a timely fashion.

Client Management

- Manages day-to-day client interaction.
- Sets and manages client expectations.

Person Requirements

- Project Management certification in either Prince2 or APMP.
- Experience working in sales focussed IT Managed Services and consulting business.
- Demonstrate strong decision making with an analytical mind-set.
- Demonstrate Planning and Organisational Skills.
- Excellent communications skills and a professional telephone manner are essential in this customer-focused role.
- Proven ability to work under pressure and with other people.
- Excellent time management and self-motivation skills.
- Strong desire to provide best of class delivery of projects.

Experience/Qualifications

- Prince2 Practitioner or APM PMQ
- Desired Autotask experience