

Project Manager



Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 26, 2024
Published : Jun 26, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Innovatia Technical Services Inc. (ITSI) is an industry-leading technology outsourcing support provider with expertise in the telecommunications industry. Operating for over 20 years, we specialize in workflow and knowledge processes, as well as technical support, helpdesk and multilingual support services. With over 300 professional experts across the globe, we service some of the worlds' most successful Fortune 500 and Fortune 1000 companies. The Project Manager will work directly with clients to ensure deliverables fall within the applicable scope and budget. The Project Manager will create long-term, trusting relationships with existing and new clients while delivering successfully on project work, while remaining aligned with the strategy, commitments, and goals. The PM will own the planning, execution, management, and successful delivery of the projects to which they are assigned and will interact directly with both the client and the project team to ensure any project risks or barriers are proactively mitigated.

Location: Remote Canada

Employment Type: Regular Full-time

Responsibilities

- Serves as the lead point of contact for assigned client accounts and develops trusted advisor relationships with client stakeholders and executive sponsors.
- Understands the importance of setting boundaries and going above and beyond when there is strategic value.
- Grows the business, always looking for and anticipating ways to bring value to secure additional business.
- Supports the sales cycle, preliminary client meetings, and validates project requirements in the SOW development.
- Adheres to AGILE and Waterfall project management processes, methodologies and guidelines as defined by the Project Management team.
- Uses existing templates to support all projects, with the ability to adjust depending on the project requirement.
- Must be able to create and maintain detailed and often complex project schedules with a large number of deliverables.
- Use project knowledge and schedule to accurately forecast resource allocation and expected monthly revenue.
- Communicates effectively, finding the positive and keeping the client motivated.
- Is proactive in identifying, resolving, or escalating issues that may impact the success of the project or customer relationship.
- Ensures that all stakeholders are updated on project status, proactively identifying, resolving, or escalating issues that may impact the success of the project.
- Monitors team performance against project baseline to proactively identify changes to scope, with a focus on budget and schedule.
- Identify the need for Change Requests throughout the project, and if required, create and gain client agreement on Change Requests that impact scope, schedule, and budget.
- Complete month-end activities, including invoicing, managing expenses, and forecasting upcoming resource requirements.
- Develop Customer Satisfaction questions and complete lessons learned session to closeout all projects.
- End-to-end ownership from initiation to customer handover and project closure
- Manage customer expectations in terms of schedule, cost, and scope.
- Driving technical delivery by project team inline with client commitments
- Responsible for project planning and resource allocation
- Identification and management of risks and issues throughout the project
- Financial responsibility for the project margin ensuring accurate forecasting and reporting on actual revenue for each project.
- Ownership of change management of the project
- Work with sales and technical pre-sales personnel to ensure project plan aligned to commitments made during contract negotiations.

Qualifications

- Professional Project Management (PMP) Certification is considered an asset.
 - University degree in Business Administration or related field with an interest in Project Management, or equivalent combination of education and experience.
 - 3+ years of Project management experience, ideally in the Telecom industry
 - Experience using Microsoft Office skills, including MS Word, PowerPoint, MS Project, and Excel to create complex schedules, GANTT charts, and financial tracking
 - Understanding of IP Networking, WLAN, SIP, UC/CC solutions considered an asset.
 - Understanding of Avaya Products, IPO, VoIP systems and Applications would be considered an asset.
 - Ability to multi-task, work under pressure to meet deadlines.
 - Strong communication skills in English, both written and oral
 - Comfortable making presentations to small groups.
 - Proven track record of client satisfaction and on time delivery.
 - Experience working in a professional services organization.
 - Has experience working collaboratively with remote team members and leveraging technologies to do so effectively.
- To apply for this dynamic opportunity please submit your resume via our website at www.innovatia.net/careers

We thank all candidates for your interest, however, only those selected for an interview will be contacted.

Innovatia is an equal opportunity employer.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
