

Senior Project Manager (Managed Services)



Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 03, 2024

Published : Jul 03, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Position: Senior Project Manager (Mngd Srv)
Location: Kitchener, ON
Job Type: Full Time Permanent
Experience: 7+Years relevant experience
Education: BS or MSc Degree in Engineering, or similar technical Engineering discipline

About OTTO Motors by Rockwell Automation

OTTO Motors is a global leader in autonomous technology for material handling inside manufacturing and warehouse facilities. With over five million hours of production experience, OTTO autonomous mobile robots (AMRs) are trusted in mission-critical operations for some of the world's most recognized brands. OTTO Motors was recognized as one of Fast Company's Most Innovative Robotics Companies of 2023. For more information, visit ottomotors.com.

OTTO Motors was acquired by Rockwell Automation effective October 2023. Rockwell is a global technology leader focused on helping the world's manufacturers be more productive, sustainable, and agile. With more than 28,000 employees who make the world better every day, we know we have something special. Behind our customers – amazing companies that help feed the world, provide life-saving medicine on a global scale, and focus on clean water and green mobility – our people are energized problem solvers that take pride in how the work we do changes the world for the better.

About the Job

We are shipping more and more robots and are taking on bigger and more complex contracts. We are delivering more and more integrated solutions, including operational and support services through Managed Services approaches. We are looking for a Senior Project Manager who can manage not only our regular projects, but can also take our Managed Services projects from original concept through to final implementation, and subsequently ongoing operations and maintenance support to achieve customer operational performance guarantees. You will work closely with our System Engineers, technical project leader, technical support specialists as well as with the sales team and other departments.

As a Senior Project Manager, you will be responsible for overseeing and coordinating project deliverables and serving as the point of contact between customers, subcontractors and internal departments. Your goal is to lead and manage projects and the efforts of team members and vendors to ensure our projects are delivered on time and ensure our customers' needs are met at go live and throughout the operational use of our solutions.

Your primary responsibilities will be:

- Active support to the Sales team to detail out proposals and Scope of Work in collaboration with the System Engineers.
- Contract, Scope and Requirements management: Define project scope, establishing and managing requirements, prepare Statement of work with customers as well as vendors; create and manage large and complex change orders.
- Project Planning: create and manage project timelines / schedule as well as cost and revenue, to ensure timelines are met, develop and manage detailed work plans. create project estimates and resource plans.
- Project Staffing: identify resource needs and plans, Lead, organize, manage and motivate the project team and ensure tasks are assigned and completed, allocate and optimize resources, while controlling project expenditures
- Stakeholder management: Communicate effectively with stakeholders at all levels internally and externally: manage and develop effective relationships with internal (f.e. Sales and Product) and external stakeholders (f.e. customers and vendors). Act as the primary interface with Customer project as well as operations management; build close cooperative relationships with Customers
- Financial management: establish budget estimates and cost, manage cost and revenue including change orders, accurate financial reporting (EAC, budget, reconciliation) and manage to achieve targeted project margins and look for savings opportunities.
- Risk & Opportunity management: identify and assess RYO's, manage risk budget; mitigate risks and realize opportunities through Change Orders. Identify and pursue opportunities.
- Project reporting: provide periodic updates including project status reports, financial reports (EACs, budget, revenue, cashflow, reconciliation), steady state performance/SLA reports and other regular KPIs.
- Communication: Conduct internal and external project meetings and take responsibility for documentation, project tracking, analysis and delivery and involve internal stakeholders when needed. Communicate vital information to the internal departments (f.e. Sales, Product) and management. Act as the point person for changes, updates, questions, and issues
- Subcontractors and Vendor management: Manage subcontractors and vendors to ensure on time delivery in line with agreed scope of work within agreed budget.
- Solution Steady State Operations: Ensure management of the operational steady state phase of our solutions in use at our Customer to ensure our customers business objectives and service levels agreements are achieved through operating our solution, including management of operational escalations.
- Conduct project meetings and take responsibility for project tracking and analysis.
- Continuous Improvement: Shape and impact processes; implement best practices and lessons learned.
- Problem Solving and Effective Communication: Analyze project issues and develop solutions, anticipate potential problems and proactively address them, communicate project objectives and status, while resolving conflict and issues through open communication

About You

You want to work for a small company that thinks big and dreams huge. You are driven, view work as more than just a job, and are never satisfied with a project left half-done. You want to be surrounded by people like you; creative, fun-loving, and passionate about their work. You are motivated by making an impact on your workplace and you thrive on challenging and rewarding problems. Oh, and you have some form of higher education with the common sense to back it up.

As our next Senior Project Manager, you know how to under promise and over deliver, adapt to changing directions, priorities and personalities, and be a world-class juggler... with projects and deadlines that is. You have exceptional project and contract management experience from previous work placements. You have the experience and ability to manage to ensure our solutions, once delivered, are operating and being maintained in a way that ensures business continuity and performance of customer mission critical automated processes. You have the ability to work closely with the sales team to land the next deal while ensuring it will be profitable. You have a strong financial understanding to make managed services solutions profitable while keeping a positive cash flow.

Required Experience/Skills:

- BS or MSc Degree in Engineering, Computer Science, or similar technical field in an Engineering discipline. Additional education in business administration, finance, operations, or project management is an asset.
- 10+ years of project management experience in a dynamic environment with multi-disciplined technical team members, demonstrating increasing levels of project value and complexity in automated material handling industry
- Experience managing complex groups of stakeholders, including large customer organizations as well as subcontractors and vendors.
- Leadership capability to create and manage a unified and motivated multidisciplinary project team
- Unusually strong organizational and time-management skills with the ability to handle large complex projects and multiple tasks at once, while still paying attention to detail.
- Proficiency with Microsoft Project and other project management tools
- A strong work ethic and self-starter attitude, with the ability to thrive in a fast-paced environment
- Excellent verbal and written communication, with the ability to build long term relationships/partnerships
- Drive for continuous improvement

Bonus Points For:

- 3+ years Mechanical / Mechatronics / Controls background and experience with Automated Controls Systems and software solutions.
- Experience within the field of automated material handling.
- Experience in managing operations and maintenance of mission critical manufacturing or material handling environments with mechanical, electrical, software and IT components.
- experience with close collaboration with the sales team to provide input such as schedules and budget estimates, along with experience with sales processes.
- PMP certification/accreditation or working towards designation
- Experience with RaaS, BPO or managed services type of contracts.
- Proficiency in Epicor, Jira,
- 1-2 years of engineering design experience
- knowledge of contract law, along with negotiation skills
- strong understanding of financial management..
- Willing and able to travel internationally (especially US).

At OTTO Motors by Rockwell Automation, we are committed to building and supporting a culture of diversity, inclusion and accessibility. We hire the best talent regardless of race, color, creed, national origin, ancestry, disability, marital status, age, veteran status, sex, sexual orientation, gender identity and expression. If you require special accommodation to complete any portion of the application or interview process, please contact 1-800-301-3863.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
