



XPERTECHS Job Description

Job Title: Technical Project Manager	Location: Ellicott City, MD
Department: Engineering	FLSA Status: Salary, Exempt
Reports To: President	Compensation: Base Pay + Bonus; includes medical, STD, LTD, life insurance, 401k and vacation plan

About XPERTECHS

XPERTECHS is a managed IT services, cloud solutions and consulting firm ranked among the top 200 IT Managed Service Providers in North America.

Our team maintains the highest levels of industry certification in all aspects of business-related IT and operates a full network support and operations center. We specialize in solving complex IT design and infrastructure issues while maintaining a “trusted advisor” relationship with our clients.

We're doing well, and we're growing - and now looking to add another great person to our (already awesome) team.

The Position

Our next technical project manager must be comfortable managing small and large IT projects as well as assist with design, coordination, implementation, and delivery of all IT related projects for a wide variety of clients. The individual must possess a strong understanding of Information Technology with a minimum of 3 years of experience managing IT related projects, including but not limited to Office 365 email migrations, new server deployments, client LOB application upgrades, cloud migrations, office relocations, and new LAN / WAN network build outs.

Successful applicants must possess expert problem-solving skills with the ability to work with teams to meet aggressive project timelines. The individual must have excellent oral and written communication skills. The project manager will report directly to the vCIO and President. This individual will provide leadership, direction and oversight for all aspects of the projects including deliverables, end user communication content, scheduling, and client interaction.

Essential Duties and Responsibilities

- Lead and direct all members of the project team to achieve project goals and objectives.
- Develop, update and implement project management processes within the organization.
- Manage client expectations with regard to projects and work directly with the client to successfully deliver the project on-time and under budget.
- Ability to identify barriers/road blocks that may inhibit or impede the project and provide alternate mitigation strategies
- Ensure the project team members are fully utilized or made available to support other projects to meet the requirements.
- Conduct internal project meetings and external client facing project meetings

Skills

- Strong teamwork and interpersonal skills with the ability to communicate and engage customers and employees at all levels.
- Process driven individual who can create and successfully implement processes to deliver consistent and successful projects.
- Ability to communicate clearly and professionally with all levels of the organization
- Strong interpersonal skills and effective time management skills
- Flexibility and ability to plan, prioritize, and execute multiple tasks in a fast paced environment.
- Ability to work well in a team environment, to collaborate with others, and interface with team members internal and external to the organization.
- Must be proficient in Microsoft Office Suite.
- Ability to think strategically and to mold IT projects to meet business requirements.
- Must be self-motivated, well-organized, and detail oriented.
- Ability to lead and direct a team, manage resources, and to collaborate with managers across the organization.

Responsibilities

- Partners with Sales Executive to approve new and existing projects in consideration with internal resources and experience
- Identify resources needed and assign individual responsibilities
- Manage day-to-day operational aspects of a project and scope, monitor tasks within CRM to ensure maximum productivity and efficiency
- Create and execute project plan according to scope – budget, schedule
- Ensure that the team follows XPERTECHS processes and procedures
- Consistent communication with the team and accounting, as well as weekly with client on project status
- Identify project changes and manage the change order process
- Proactively identify and minimize risk on the project
- Ensure project documents are complete, current, and stored appropriately
- Manage the team with regards to day-to-day general management (progressive discipline, time off, time logs, etc...) in a professional, productive manner
- Function as single point-of-contact for project life cycle
- Produce weekly status on projects (Weekly Project Update)
- Facilitate weekly huddle with the team to ensure service delivery, schedule, and budgets are being met
- Provide recommendations for client road-mapping (internally)
- Provide network specific technical expertise for the support of security network system requirements
- Provide Network/Security services on a high level of quality

Requirements

- 3+ Years of Project Management experience
- Experience managing a team of 7-10
- Excellent verbal and written communication skills
- Exceptional organizational skills
- Ability to forecast and problem solve



- Ability to develop professional rapport, diffuse situations and maintain a dynamic and professional demeanor and presence with clients and employees

Education/Certifications

University Degree and/or related Technical Diplomas are encouraged

Working at XPERTECHS

In between our efforts, triumphs, late nights, and dedication to our clients, comes a fast-paced, team-oriented and friendly family culture that helps drive the success of our organization. An open concept office and huddle “style” meetings help create a casual and collaborative atmosphere. Neckties are cut loose on day one to help emphasize our unique philosophy. Staying fast, efficient, and flawless is our competitive edge. Our team-first approach extends far beyond typical business hours. XPERTECHS runs multiple social events throughout the year and supports both employees and their families. We relax with trips to the ballpark, annual company outings, and frequently catered lunches! A team that plays together wins together.