

IT Project Manager

Reports to: Director of Operations
Classification: Exempt
Date: 5/2018

Division: JAC
Department: Customer Service
Approved:

JOB SUMMARY

Reports to the Director of Operations. Responsible for planning, organizing, and integrating JCM Systems and AV information technology projects that are significant in scope and impact. Also, responsible for all aspects of project planning from inception to completion. Authorizes warranty claims, customer returns and exchanges, and expediting of service repairs. Develops and implements company policies governing customer service functions and directly manages a team of IT Project Technicians. Interacts with internal and external executive management teams.

ESSENTIAL FUNCTIONS

1. Manages all functions of the JCM Systems Support Group in support of corporate goals.
2. Manages all phases of a project to ensure on-time completion.
3. Prepares requests for proposals and conducts all necessary internal and external meetings to facilitate selection of project services (to include subcontractors) and products.
4. Develops project plans, goals, estimates, budgets and identifies needed resources for each project.
5. Plans and oversees project preparation and disseminates project communications to all stakeholders.
6. Develops and maintains effective organization through proper selection, training, management, and assignment of personnel.
7. Responsible for schedule changes with technicians, sales personnel, customers, and company departments for timely shipment and installation of products according to customer requirements.
8. Works with sales associates to handle customer correspondence, complaints, and inquiries.
9. Directs the establishment and achievement of annual department, subordinate, and personal goals and objectives.
10. Other duties as may be assigned

EDUCATION AND EXPERIENCE:

1. BA or BS degree in management or information systems with technical management expertise in an IT environment. IT and AV project management experience preferred.
2. Minimum of 4 years' experience managing IT projects to include IT systems installation and service.

JOB QUALIFICATIONS:

1. Must possess proven leadership, personnel development, and coaching abilities
2. Full understanding of customer service philosophy and procedures of company
3. Ability to be persuasive with customers, keeping "customer satisfaction" as a guiding factor.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of the job the work requires some physical exertion such as long periods of standing, recurring bending, crouching, stooping, stretching, reaching or similar activities ; recurring lifting of moderately heavy items such as record boxes test equipment, product boxes. The work may require specific but common characteristics and abilities such as above average dexterity, full color vision, etc.