

# Senior Project Manager – Systems Installation

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Reports to: Director of Customer Service

Division: JAC

Classification: Exempt

Department: Customer Service

Date: 01/2020

Approved:

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## JOB SUMMARY

Reports to the Director of Customer Service. Responsible for leading teams to deliver projects that span across one or more business segments. Manage resources, schedules, financials and adhere to stage gate quality control guidelines throughout the full project life cycle. This also includes management of issues, risks and project change requests to ensure successful and on-time project delivery. Contribute to process improvement initiatives as it relates to improving project delivery. Verify that the project produces the required deliverables of quality, within the specified constraints of time and cost. Interacts with internal and external executive management teams.

## ESSENTIAL FUNCTIONS

1. Full project life cycle ownership: successful project delivery will include full implementation from initiation to deployment for one major or several minor initiatives simultaneously.
2. Manages all phases of a project to ensure on-time delivery and completion.
3. Manage all aspects of multiple related projects to ensure the overall program is aligned to and directly supports the achievement of strategic corporate directives.
4. Prepare weekly estimates and detailed project plan for all phases of each project assigned.
5. Procure and prepare adequate resources to achieve project objectives in planned timeframes.
6. Conducts site surveys when required.
7. Participate in establishing practices, templates, policies, tools and partnerships to expand and mature these capabilities for each business segment.
8. Reports weekly on project success criteria results, metrics, test and deployment management activities.
9. Prepares requests for proposals and conducts all necessary internal and external meetings to facilitate selection of project services (to include subcontractors) and products.
10. Develops project plans, goals, estimates, budgets and identifies needed resources for each project.
11. Plans and oversees project preparation and disseminates project communications daily to all stakeholders.
12. Develops and maintains effective organization through proper selection, training, management and assignment of personnel.
13. Other duties as may be assigned

## EDUCATION AND EXPERIENCE

1. B.A. or B.S. Business or Engineering/IT degree preferred
2. Minimum of 5 years equivalent experience in project management required with expertise in installation of products and/or systems in a gaming environment preferred
3. Must have networking and computer systems experience and be able to review and understand network diagrams and systems architecture drawings.
4. Must have strong working knowledge of Microsoft Office products and JIRA (Issue Tracking Software)
5. Must be able to obtain and maintain gaming industry state, tribal, and federal licensing (as needed).

## 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.

4. Must be able to travel.
5. Must be able to obtain and maintain a passport and any required travel documents.
6. Must be able to obtain and maintain gaming licenses in multiple jurisdictions.

**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 typically the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, carrying of light items such as papers, books, small parts; etc. No special demands are required to perform the work.