



Job Description

Technical Project Manager

Basic Function

Responsible for supporting multiple projects; coordinate with management and project stakeholders to ensure projects are appropriately staffed; establish and maintain a positive and effective working relationship with management, internal departments, and external contacts in order to facilitate agreement on, and meet project goals and objectives; create and maintain project plans and other associated project artifacts; monitor and report project status; manage risk by communicating project issues to the project team and escalate to stakeholders and management for resolution as necessary; proactively oversee project activities and work with management and project stakeholders to troubleshoot and ensure quality resolution of project related problems; continuously review the effectiveness of current processes and procedures to identify process improvement initiatives.

Major Job Accountabilities

Project Management – Provide project support on multiple large, complex, technical implementation and process improvement projects.

Responsible for project planning, execution, implementation, and closure activities, including:

- Follow established standards and approaches for assigned projects including communication plans, status reporting, risk management, change control, etc.
- Work with project stakeholders and management to assemble the project team based on project scope and expectations.
- Support project stakeholders to gather estimates, develop project plans, develop training schedules, and other project management artifacts.
- Monitor scheduled tasks and resource assignments, ensuring a project is appropriately staffed and schedules are being met.
- Evaluate and thoroughly review defined project documentation (Requirements, Project Plans, Training Requirements, etc.) identifying project risks, developing contingency plans for those risks, evaluating all project aspects (scope, budget, timeframes etc.) and updating the project plan as necessary throughout the project lifecycle.
- Upon evaluation of risks and time constraints, escalate concerns to management, and/or business owners on all project aspects to resolve issues which may adversely impact the project plan schedule or the customer.
- Provide management and project stakeholders reports detailing status and timelines throughout assigned project per agreed upon format and frequency.
- Ensure project is ready for implementation, support production delivery functions, and conduct a post-project review as required.
- Support the transition of the project from development and implementation to production support and maintenance as assigned.



Continuous Improvement – Promote continuous process improvement by participating in improvement activities.

- Keep up-to-date on new products, development tools, industry trends, and project management methodologies.
- Continuously review effectiveness of current project procedures to identify opportunities and lead improvement initiatives to improve discipline.
- Identify recurring project issues, determine causes and develop strategies and improvements aimed at reducing future occurrences.

Problem Resolution – Proactively participate in resolution of issues which may adversely impact project completion per approved project plan.

- Document issues and act as an escalation point for problems on assigned projects.
- Provide accurate and timely evaluation of project related issues and assist in troubleshooting to resolve problems.
- Work with functional managers to determine project impacts resulting from staffing turnovers, gaps in technical knowledge and other resource allocation issues.
- Recommend alternative solutions and communicate results to project stakeholders and management as needed.
- Follow problem resolution through completion and document as needed.
- Escalate to supervisor any situation that could adversely impact the project.

Team Interfaces/Customer Service – Establish and maintain a professional relationship with internal/external customers, team members and department contacts.

- Advocate for the customer while cooperating with team members to meet goals or complete tasks.
- Provide quality customer service that exceeds customer expectations and improves level of service being provided.
- Treat all internal/external customers, team members and department contacts with dignity and respect.
- Escalate to supervisor any situation that could adversely impact the services provided.

Mental and Physical Requirements – This position will be exposed to mainly an indoor office environment and will be expected to work near or around computers, telephones, and printers.

- The nature of the work in this position is sedentary and the incumbent will be sitting most of the time.
- Essential physical functions of the job include typing and repetitive motions to utilize general computer software/hardware continuously throughout the work day.
- Essential mental functions of this position include concentrating on tasks, reading information, and verbal/written communication to others continuously throughout the work day.
- Travel as needed, to customer locations and industry conferences.



- Office location is provided; work from home exceptions may be accommodated with prior written approval from management.

Related Duties as Assigned – the job description documents the general nature and level of work but is not intended to be a comprehensive list of all activities, duties, and responsibilities required by job incumbents, consequently, job incumbents may be asked to perform other duties as required.

Minimum Qualifications – Reasonable accommodations may be made to enable individuals with disabilities to perform the functions outlined above.

Applicant for this job will be expected to meet the following minimum qualifications:

Education - Bachelor's degree from an accredited college or university with major course work in business administration, computer science, management information systems or a related field required.

- Equivalent work experience in a similar position may be substituted for educational experience.

Experience - Minimum 2 years' increasing responsibilities working in project management with an emphasis on technical capabilities, emergency management, healthcare management or related fields.

- Project Management Professional (PMP) certification preferred.

Other - Intermediate knowledge of MS Word, Excel, and PowerPoint required; advanced knowledge and proficiency in MS Project or other project tracking software required.

- Travel is required as needed; significant (50% to 75%) travel is expected in this position.