

## PROJECT MANAGER

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### JOB DESCRIPTION

#### ABOUT THE POSITION:

Founded in 1996, IntraSystems is a highly respected IT consulting company, managed services provider, and systems integrator that specializes in the deployment and delivery of IT infrastructure, virtualization services, security, and cloud solutions. Due to recent ongoing and continued business growth expectations in our MA, NH, and PA offices, our Project Management team is looking to expand.

The Project Manager has the primary responsibility of increasing customer satisfaction within the IT Engineering Department. The Project Manager will also have responsibility for monitoring and improving the utilization of the engineering team.

#### OBJECTIVES OF THIS ROLE:

- Ensure customers receive the highest level of service and customer satisfaction through the success execution of project completion
- Support the engineering team by:
  - ✓ Managing all project phases by collaborating with stakeholders, customers, and resources
  - ✓ Conduct all project calls; capturing and sharing information gathered to support project success
  - ✓ Develop project plans and goals
  - ✓ Manage new customer/contract onboarding
  - ✓ Identify resources needed and schedule for proper utilization
  - ✓ Drive projects to completion, on time and within budget
  - ✓ Build strong customer relationships with customers
  - ✓ Measure results following the completion of projects
  - ✓ Maintain a customer satisfaction focus
  - ✓ Help to identify further business opportunities
  - ✓ Review for accuracy and provide approval for engineering time sheets
  - ✓ Produce reports needed for customer collaboration and project documentation

**REQUIRED SKILLS & QUALIFICATIONS:**

- Degree or postgraduate certification in project management or continuous improvement
- Two+ years of previous project management experience (IT experience a plus)
- Ability to adapt to changing business requirements and react quickly
- Ability to understand IT solutions concepts
- Superior written and verbal communication skills
- Self-motivated individual, able to work independently or on a team
- Able to grasp the “team player” concept, even when working individually
- Ability to multi-task several mission critical tasks/projects with minimal supervision

**BENEFITS:**

- Health coverage with dental, vision, disability, and life insurance
- 401k plan offerings
- Paid vacation, PTO and company designated holidays

**WORKING CONDITIONS:**

- Full-time, normal business hours of Monday – Friday with occasional evening/weekend work as company needs/operations dictate. Within reason, carry mobile phone for availability off-hours.

**PAY PERIOD:**

- Bi-weekly, paid on Fridays

**REPORTING:**

- The Project Manager position reports directly to the Chief Technology Officer.