



JOB DESCRIPTION

I.T. PROJECT MANAGER

Department: Information Technology
FLSA Status: Exempt

Reports to: William Frenkel
Work Status: Full-time

UniVoxx's Mission

Provide telecommunication services that increase business efficiencies and help drive decisions.

Background

UniVoxx is a software-based telecommunication startup that provides, amongst others, business phone service to I.T. Resellers, Enterprise organizations, and Contact Centers. UniVoxx has found great success with organizations that require an innovative communication partner who is innovative, agile, and cost effective.

Summary/Objective

The I.T. Project Manager is an integral member of the organization's growth strategy with responsibility and accountability for:

- Managing development team timelines and results
- Refining, enhancing, and owning development project procedures to ensure accurate timelines
- Overseeing seamless customer deployments
- Ensure customer success

Duties and Responsibilities

Define Client Requirements

- Formulate and define project scope and objectives based on both internal and external needs, within a good understanding of applicable business systems and industry requirements
- Architect and document project requirements and document technical requirements for projects and/ or customers

Planning

- Identify resources needed and work with internal and/ or external stakeholders to assign team members tasks
- Assign resources, work with the development team to create an end to end timeline
- Set and manage customer expectations

Software Development

- Lead and execute development goals according to end to end timeline and development milestones
- Communicate with customers as needed

Testing

- Before and throughout development, define test cases for business approval and leverage post development success
- Work with customer to confirm formal acceptance and product approval prior to deployment

Deployment

- Effectively apply and improve existing project management methodology and project standards for project execution
- Oversee seamless deployments, coordinated with customer to ensure expectations and quality control are met

Risk Management & Communication

- Maintain Costs vs. Actuals and develop project budgets, milestones timeline and scope per requirements
- Keep business units/ stakeholders informed of progress and changes through written and verbal communication and minimize project risks exposure
- Manage basic project phases, coordinate and drive communication, facilitate decisions, and follow through on the execution of tasks
- Facilitate regular project team meetings with technical resources and stakeholders

Customer Success

- Work with client from inception of feature or issue to resolution
- Manage post-deployment experience to ensure that there are no regressions or customer issues
- Assist with larger customer setups and ensure appropriate expectations and documented system design (users, devices, and number configuration) for new customers deployed.
- Prioritize tasks based on severity and impact; where necessary, group related tasks to a single developer or project team.
- Travel as necessary for projects (domestic and international). Expected to be less than 5% of the time

Indicators of Success

- Successfully deploy solutions within the expected timeline and budgeted resources
- Ensure team/ customer satisfaction with functionality, design, and implementation

Qualifications

- Previous work experience with application development and I.T. project management teams

- Experience with project management software such as TFS or Jira and a basic understanding of GIT
- Experience leading development meetings with project stand-ups, and management of sprints and milestones, with local and international teams
- Position requires advanced understanding of application development processes and workflow
- Managerial oversight and industry best practices, with an above-average comfort in a tech environment
- Excellent written and verbal communication and interpersonal skills needed to interact with a diverse body of partners, customers, teams, and stakeholders

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required to perform the job. Duties, responsibilities, and activities may change at any time with or without notice.