

Title:	Project Manager	Reports to:	Sr. Project Manager/Director of IT
Location:	Alexandria, VA	Date of Preparation:	June 2022

Position Summary:

The Project Manager is responsible for the overall planning, direction, documentation, coordination, implementation, execution, control, and completion of specific projects ensuring consistency with company strategy, commitment, and goals. The Project Manager's primary duties include creating and maintaining project plans that communicate tasks, milestone dates, resource allocation and financial status. The Project Manager also assists with the daily operations of the IT department, including client interaction, and overall technical team participation.

Key Accountabilities and Responsibilities:

- Design, document and implement IT projects/programs for clients and internal systems
- Plan, schedule and communicate project deliverables, goals, milestones
- Define requirement and plan project lifecycle deployment
- Efficiently identify and solve project issues
- Work with appropriate vendors and service providers to insure service delivery on projects
- Create strategies for risk mitigation and contingency planning
- Update project plans/designs and maintain technical and project documentation
- Develop RFPs for external services
- Improve project management toolkits and methodologies
- Participate in onsite client meetings when needed
- Coordinate with FDS Client Account Managers and IT Solutions Team
- Handles client emergencies with FDS staff and bring to a successful outcome
- Maintains the company's good relationships with client base
- Identify and assist with company growth and service opportunities

Educational/Vocational/Previous Experience Recommendations

- Knowledge and experience in cross-functional management methods and techniques
- Knowledge of industry applications, processes, software, and equipment
- Strong organizational presentation, and customer service skills
- Skill in strategic planning with an ability to think ahead and plan over a 6–12-month time span
- Skill in planning and preparing written communications
- Skill in leading people and getting results with a strong client orientation
- Interpersonal skills: such as telephony skills, communication skills, active listening, and customer care
- Ability to multi-task and adapt to changes quickly
- Ability to work in a team and communicate effectively
- Service awareness for all organizations key services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide services
- Self-motivated with the ability to work in a fast-moving environment

Requirements

- Proven IT project management experience in a business applications environment
- Satisfactory completion of background check
- Availability during standard office hours: 8:30am – 5:30pm, Monday – Friday
- Must be available for some night and weekend work as needed
- Certifications are a plus
- Other duties as assigned

The above position description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor or company leadership. Only local candidates need apply. COVID vaccination preferred.