



**Sr. Project Manager
Kansas City, Missouri
Help Desk**

Job Summary

Project Manager (PM) will lead a 30+ team of Help Desk Professionals in multiple locations and be responsible for all aspects of the development and implementation of multiple projects from concept to implementation. PM is responsible for creating detailed work plans, schedules, project estimates, resource plans and status reports. PM will be POWTEC's primary customer contact and must have excellent verbal and written communication skills. This position requires strong intrapersonal, team building and coaching skills. Individual will be expected to train, coach and mentor all staff. This position will be expected to perform technical writing as needed. Work under general to little supervision and assist with other company efforts as needed.

Essential Duties and Tasks

- Manage all contract tasks
- Review work discrepancies
- Supervise personnel performance and communicate policies, purposes and goals of the organization
- Review and submit records of service and verify that the hours on the record of service match monthly invoice
- Schedule and monitor professional development training and conduct performance appraisals
- Maintain lists of Government Furnished Equipment and Government Furnished Items
- Coordinate travel requests and ensure travel funds are available, not exceeded and are in compliance with all federal travel regulations
- Identify methodologies and performance schedules to ensure work is progressing satisfactorily
- Take personal ownership of the department and be committed to its success
- Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects
- Take projects from original concept through final implementation
- Interface with all areas affected by the project including end users, computer services, and client services
- Define project scope and objectives
- Develop detailed work plans, schedules, project estimates, resource plans, and status reports
- Responsible for project tracking and analysis
- Ensure adherence to quality standards and review project deliverables. Manage the integration of vendor tasks and tracks and reviews vendor deliverables
- Provides technical and analytical guidance to project team
- Recommend and take action to direct the analysis and solutions of problems as they arise

Skills, Knowledge and Experience

- Management experience, including expertise in the management and control of funds and resources using complex reporting mechanisms and demonstrated ability in managing multi-task awards and/or subcontract awards of various types and complexity
- Proven ability to communicate effectively up and down the chain of command
- Experience managing large (30+) teams preferably in multiple locations
- Experience providing help desk support services for enterprise data center hardware, software and security functions
- Proven ability to coordinate multiple simultaneous efforts in a fast-paced environment
- Knowledge of enterprise data center operations including troubleshooting skills
- Documented experience with customer follow-through
- Demonstrated ability to problem solve and think critically
- Solid understanding of computer basics including Windows, Excel, Word, Operating Systems, the Internet and Internet applications
- Proven ability to understand reports and make informed recommendations
- Excellent verbal, and written communication skills
- Dedicated commitment in a team environment

- Ability to recognize areas requiring improvement and better practices and be able to move quickly to implement them
- Must be a self-guided individual capable of self-teaching and inner-direction. Will have a basic and intuitive understanding of what needs to be done

Physical Demands

- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus
- The employee may occasionally lift and/or move more than 20 pounds
- Employee will sit for several hours each day but will also need mobility and ability to stand, type, and walk for periods of time
- The employee is occasionally required to stand and stoop, kneel, crouch, or crawl
- While performing the duties of this job the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear

Qualifications

- B.A. or B.S. in computer science or related field or equivalent experience
- PMP or equivalent certification preferred
- Minimum ten years' experience in IT, three years in Help Desk Environment
- Minimum five years' experience as a Project Manager, three years in Help Desk Environment leading a large team
- ITIL Certification
- Must be able to pass a High Level Security Clearance, Background Investigation including but not limited to; Fingerprinting, State/Federal Criminal History and Credit Checks
- Must be able to pass pre-employment drug screen, and will be subject to any post-accident and/or reasonable suspicion testing throughout employment
- Must be a U.S. Citizen

Work conditions

- The noise level in the environment is moderate
- The environment is a typical office setting

How to apply

Submit an application and resume to HR@powtec.com or fax attention Recruiter to 360-377-8608

You may find our Application on our website at <http://www.powtec.com>.

POWTEC has administered, and will continue to administer, all aspects of employment, including, but not limited to, compensation, benefits, transfers, layoffs, return from layoff, sponsored training, educational tuition assistance, and social and recreation programs without regard to race, color, religion, sex, age, national origin, physical or mental disability or marital status, except where a bona fide occupational qualification applies.