Professional Services Technical Project Manager

position summary

The Professional Services (PS) Technical Project Manager (PM) leads, coordinates and monitors all key activities/projects from initiation through delivery. A Technical Project Manager will be able to be given minimal direction and work independently, providing updates to their manager on a timely basis through approved systems and reports. These activities/projects will include, but are not limited to, Calabrio WFO (Workforce Optimization) software deployments, training, field certifications integrating technologies with Calabrio software, resource allocation, customer escalations and any other activity/project in the Training or PS departments.

CORE expectations

* Direct and manage day-to-day installation and upgrade or PS based projects from beginning to the end
* Review project scope, goals and deliverables that support business goals as stated in key agreements (e.g. Statement of Work) in collaboration with senior management objectives
* Delegate tasks and responsibilities to appropriate personnel
* Provide deployment/training activity specifications to be included in Statements of Work
* Develop and review key PS department best practice processes in support of partner or customer enablement
* Serve as a liaison between Calabrio technical resources and Calabrio partners/customers
* Serve as a liaison between Calabrio PS group and Cisco PDI Help Desk
* Travel 0-10%
* Other core expectations will be defined by your direct supervisor/manager

Core competencies

* Excellent skills with critical thinking, troubleshooting and problem solving skills
* Excellent verbal, written and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
* Work independently and as part of a team
* Provide direction and support to project team
* Planning, organizing and attention to detail
* Adaptability and multi-tasking; experience working in a fast moving environment
* Technical aptitude
* Ability to detect project risks and build contingency plans
* Customer facing/presentation skills
* Strong negotiations skills for effective engagement and project management
* Tracks project deliverables using appropriate tools
* Other core competencies will be defined by your direct supervisor/manager

Education/experience

* BS/BA degree or equivalent consulting program/project management experience
* A minimum of 5-7 years of consulting program/project management experience in leading software deployment projects
* PMI Certification highly preferred
* Experience with Telecommunications technology a plus
* Leadership skills is a plus

MENTAL/PHYSICAL REQUIREMENTS

* Ability to be on feet while performing job responsibilities
* Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
* Frequent alpha/numeric keyboarding
* Ability to view a computer for a long period of time

REQUIRED WORK SCHEDULE

* This position requires a 40-hour minimum work week

WORKING RELATIONSHIPS

* Report to a manager or higher personnel
* Work closely with peer SI engineers, group leads and other employees and departments within the company
* Direct work with customers and partners in a leadership role
* Provides leadership within company on small projects and tasks

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees’ time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit**:** [www.calabrio.com](http://www.calabrio.com).

To apply to this career opportunity follow this link: <https://home.eease.adp.com/recruit/?id=499339>

ABOUT CALABRIO

Calabrio, Inc. is a growing software company that delivers highly innovative solutions for businesses that want to take their customer service organizations to the next level. Through call recording, workforce management, performance management and analytics, Calabrio customers have a new level of information about their customers and about their business. Calabrio delivers the most flexible, intuitive solutions in the industry, and our unique approach is why Gartner placed us as the only vendor in the visionary quadrant this year

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