Position Description:
The Project Manager is responsible for developing and managing technology projects for customers and for BCTI by managing the resources and scope constraints. The primary duties include creating and maintaining a project plan that communicates tasks, milestone dates, status, resource allocation, and financial status. The Project Manager will also define the project’s objectives and oversee quality control from beginning to end. The Project Manager is part of the Technical Services Team and reports directly to the CEO.

Essential Job Functions
1. In project meeting, along with Engineer(s), define project scope, goals and deliverables that will meet customer needs and BCTI business goals.
2. Effectively communicate project expectations to team members and customer.
3. Set and continually manage project expectations with team members and customer contact.
4. With assistance from Engineer(s), plan and schedule project timelines and milestones using appropriate tools.
5. Proactively track project milestones and deliverables.
6. Decide when internal and external project meetings are necessary to resolve problems, to discuss change in timeline, or to keep communication open.
7. For project meetings with the Account Executive, proactively schedule, write meeting objectives, confirm, and direct meeting.
8. Coordinate with the Account Executive for product orders, shipping/receiving, and timely delivery of equipment to customer to ensure project progression.
9. If project is not moving forward at the expected rate, inform the CEO immediately.
10. Enter all work as activities, service tickets, or project tickets into ConnectWise, entering project time and expenses in ConnectWise as it occurs.
11. Design and maintain technical and project documentation.
12. Define project success criteria and manage project to successful conclusion.
13. Document internal processes and procedures related to duties and responsibilities.
14. Conduct project reviews upon completion and create recommendations to improve the process for the next project.
15. Follow all company and department policies, procedures, and guidelines.
16. Other duties as needed.

Skills, Knowledge and Abilities Required
1. Experience working both independently and in a team-oriented collaborative environment.
2. Ability to shift priorities, demands, and timelines as needed to keep multiple project progressing.
3. Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
4. React to unforeseen problems quickly and efficiently.
Project Manager

5. Excellent communication skills with team members, management, and customers to ensure everyone stays informed and updated throughout project.
6. Must be able to learn, understand, and apply new technologies.
7. Proactive and tenacious.
8. Honest and dependable.

**Education and Experience**
4 yr. college degree in business management or equivalent work experience. Preferred - 5 yrs. or more experience in technical project management. Certifications a plus: Microsoft, Citrix, Cisco, VMware.

**Physical Requirements**

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<th>0 – 24%</th>
<th>25 – 49%</th>
<th>50 – 74%</th>
<th>75 – 100%</th>
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<td><strong>Seeing:</strong></td>
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<td>Must be able to read reports and use computer</td>
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<td><strong>Hearing:</strong></td>
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<td>Must be able to hear well enough to communicate with ease with co-workers and customers</td>
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<td><strong>Standing/Walking/Mobility:</strong></td>
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<td>Must be able to stand to open files and operate office machines; mobility between offices and classrooms and to other offices</td>
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<td><strong>Climbing/Stooping/Kneeling:</strong></td>
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<td><strong>Lifting/Pulling/Pushing:</strong></td>
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<td>Must be able to move and/or load computers</td>
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<td><strong>Fingering/Grasping/Feeling:</strong></td>
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<td>Must be able to write, to use computer keyboard and telephone system</td>
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<td><strong>Sitting for extended periods of time</strong></td>
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**Physical Dimensions**
Medium Work: Exerting up to 40 pounds of force occasionally, and/or 10 pounds of force frequently, and/or up to 5 pounds of force constantly to move objects.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of the employee filling the position.