N779 Communication Drive, Appleton
careers@edci.com
920.733.0303
www.edci.com

Technical Project Manager

EDCi provides infrastructure and call center technology services and solutions to clients throughout Wisconsin and the Midwest. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

The Technical Project Manager will have responsibility to successfully manage projects in the Consulting/ Engineering team. Projects managed are typically assessment consulting and implementation services. Projects are executed through EDCi's Project Life Cycle, which follows PMI principles including the creation of project specific documents. The success of the project from both EDCi and the customer's standpoint is the responsibility of the Technical Project Manager.

When you join the EDCi team, you'll receive many perks, including:
• Funded Training and Certifications   • Business Casual Attire with Casual Fridays
• Bring Your Own PC Policy (BYOD)   • Work-Life Balance
• Cell Phone Reimbursement   • And many more!

Responsibilities

• Create and manage project management deliverables and work/resource plans that deliver on time with excellent quality.
• Ensure development/execution of project plans that define activities, dependencies and deliverables.
• Lead a project team throughout the Project Life Cycle including requirements analysis, design, prototype, build, test, deployment and transition.
• Collaborate with team members in project effort analysis, issues management, risk management and quality assurance.
• Manage project quality to ensure customer expectations are fulfilled through the delivery of project objectives.
• Manage the project budget both internally and externally so that the project is executed within' budget.
• Perform change management for the project as to scope, schedule and budget. Manage client expectations for timely review and approval of change orders. Escalate to Manager of Project Management Office when applicable.
• Perform in a cross-functional structure, working with management and scheduling to establish the priorities to ensure that business needs and expectations are being met efficiently and effectively.
• Provide technical guidance and leadership to engineering teams to ensure that priorities and direction are aligned with the project goals

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- Collaborate with key stakeholders, business managers and engineers to build consensus around architectural solutions, define high-level and detailed requirements, and deliver projects successfully.
- Ability to manage on-site and remote team resources in a fast paced environment.
- Ability to perform risk analysis, issue management, and thorough status reporting.
- Identify and address technology gaps identified throughout the project life cycle.
- Establish and enforce best practice processes.
- Oversee compliance with client change control and release management processes
- Regularly maintain project plans, project costing and other EDCi systems to manage project information.
- Must have the ability to operate with minimal supervision and effectively communicate with both internal and external customers
- Ability to balance a portfolio of project work; able to meet project milestones.
- Provide input and support to RFP generation and contracts development processes.
- Lead proof-of-concept and prototyping activities to assess whether the proposed architecture and components meet requirements.

Essential Skills & Qualifications

- BS preferred, Associate's degree in IT related field required
- 5+ years Project Management experience required
- 7+ years IT experience required
- Expertise with Microsoft Project required
- PMP or CAPM certification is a plus
- ITIL certification is a plus
- Prior experience in network/system administration is a plus
- Prior experience in IP Telephony/VoIP is a plus
- Prior experience with software development projects is a plus
- Prior Consulting experience is a plus
- Strong understanding of Project Life Cycle methodologies and System Development Life Cycles
- Strong understanding of architecture, design & implementation of technical solutions required
- Technical understanding of one of more of the following high level technologies: Citrix, Cisco or Genesys
- Excellent client service attitude and team focus
- Strong written, verbal and non-verbal communication skills with internal/external customers and various audiences
- Self-motivated and able to define, plan, and implement tasks in a team environment
- Excellent problem solving skills, particularly with regard to anticipating and solving problems, issues, risks or concerns before they occur or become critical

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- Ability to assess technical risks and coach team members with high-level technical problem resolution
- Willingness to travel to clients as the project requires
- Ability to present complex information to individuals and small groups
- Exceptional organizational, conceptual and analytical skills
- Ability to meet milestones and work independently when required