

## Project Manager – Customer Care

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 Customer Care Project Manager is responsible for the successful management of projects in the Customer Care 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 Project Manager.

This Project Manager position focuses specifically on EDCi's Call Center technology projects and the Genesys products. In this role, there will be a balance of VOIP and application development through a typical System Development Life Cycle (SDLC) process.

When you join the EDCi team, you will receive many perks, including:

- Funded Training and Certifications
- Casual Attire
- 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.
- Organize and manage the schedule for a project team throughout the Project Life Cycle including requirements analysis, design, prototype, build, test, deployment and transition.
- 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.
- Ensure that priorities and direction are aligned with the project goals
- Collaborate with key stakeholders, business managers and engineers to build consensus around architectural solutions, define high-level and detailed requirements, and project deliverables.
- 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.
- Manage gaps identified throughout the project life cycle.
- Manage 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.

## Essential Skills & Qualifications

- BS (or equivalent work experience) preferred
- 5+ years Project Management experience required
- 2+ years of project management in SDLS is a plus
- Expertise with Microsoft Project is a plus
- PMP or CAPM certification is a plus
- Willingness to travel to clients as the project requires
- Exceptional organizational, conceptual and analytical skills