



JOB TITLE: Project Manager

DEPARTMENT: Customer Support

EFFECTIVE DATE: 06/23/2020

SUMMARY: The Project Manager is the overall manager for assigned installation projects. They ensure that all contracted work to install our emergency call and RTLS systems is properly planned for placement in buildings, implemented, installed and managed in accordance with the Company's requirements. This includes, but is not limited to, safety, quality and technician management. All aspects of the assigned projects must be carried out as efficiently as possible with respect to Staffing, Materials Management, Customer Communications and Customer Delivery goals.

DUTIES AND RESPONSIBILITIES:

- Defines complex project plans including scope, mark ups, and executes tasks defined in the project plan to achieve project goals using standard project management methodologies and practices.
- Continually assesses project needs and resources to complete projects on time and within budget and on time.
- Validates, and help develop business cases with Customers, as well as a project charter.
- Drives testing and acceptance of project results.
- Leads and facilitates project meetings and presentations to Leadership.
- Engages and initiates change leadership to ensure project acceptance.
- Drives teams and customers toward decisions.
- Establishes cross functional alliances within and outside of the Technology Dept to drive results.
- Proactively communicates with stakeholders and project teams to maintain project alignment.
- Builds partnerships to collaborate and uses influence without authority to gather Customer and business requirements and communicate effectively with all project Teams and support groups.

QUALIFICATIONS:

- PMP Certification.
- Project Management experience in the construction field, preferably in the healthcare industry.
- Experience in customer interface, be an effective liaison between customer and the Company.
- High skill level for interpreting blueprints and other project documents, including specifications, reporting and quality requirements.
- Research ability to identify optimal materials, subcontractor services, process, etc.
- Must be able to define a project, create a project scope of work, develop detailed associated tasks and manage these to final completion and customer turnover.
- Proven problem-solving skills, critical thinking skills and the ability to effectively read, write and give oral presentations.

- Detail oriented individual with strong organizational skills and ability to skillfully manage multiple tasks and projects simultaneously.
- Ability to lead multiple teams.

TECHNICAL SKILLS:

- Proficient in Smartsheet or MS Projects.
- MS Office 365, including SharePoint document management.
- Knowledge of ITOM/ITSM, Cloud, hybrid, SaaS and on-premise environments.
- Understanding of low voltage issues and basic construction processes.
- Understanding of Nurse call systems, TCPIP, Wi-Fi and networking.
- Must be able to use the following trade tools: drill, electrical tester, power screwdriver.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Cost Consciousness** - Looks for cost savings opportunities; Conserves organizational resources.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** - Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. The employee must occasionally crouch, stoop, or reach. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

Employee Name

Manager Name

Employee Signature

Manager Signature

Date Signed

Date Signed