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## Service Delivery, Project Manager (SD – PM)

### About Your Role:

Responsible for the direction, coordination, execution, control, and completion of project management functions associated with Spectrotel Business customers. This includes scope of work review, project planning, tracking, reporting, internal & external customer communications, personnel management, and quality control. Work requires a great deal of planning and independent discretion to ensure that projects are completed in a timely manner and in Spectrotel's best financial interests. Responsible for key decisions such as expediting the scheduling of high-profile projects to maximize immediate reoccurring revenue, identifying priority locations/services when expediting the entire project may not be available, and driving the provisioning process from order creation through to billing completion. Spectrotel's products include but are not limited to the following: Voice: Pots, Centrex, RCF, Trunks, PRI's, T1s, SIP and Hosted PBX. Data: TLS, MPLS, Cable, Fiber, DSL, Ethernet, Private Lines, Burstable Internet, Wireless and other Managed Services such as Desktop phone sets, Routers, Firewalls, etc. The ideal candidate is one that provides leadership, technical and operational direction, as well as quality assurance for every aspect of the workflow by providing tactical direction for all facets of the process.

### About Spectrotel:

Spectrotel is a leading national next generation aggregator of Voice, Internet, Cloud Communications and Managed Services. Spectrotel aligns suppliers, agents, and customers, through the use of Spectrotel's aggregation platform to bring out the best of each to maximize customer success and experience. We are the "Network of Networks" and have achieved this through the committed, passionate and driven team of associates that make up the Spectrotel team.

We are proud of having created a unique and valued experience for some of the most well-known brands throughout the country by providing exceptional service and technology solutions crafted to meet and exceed their business needs. We owe our success to a set of simple principles: integrity, honesty, flexibility and ambition. It is the embodiment of these traits that make Spectrotel a distinctive integrated solutions company.

As a privately-held company we seek individuals who can help contribute to the company's success. This means you are not shy, you like rolling up your sleeves and digging in and helping solve problems, you feel energized when you present an idea and most importantly you are persistent, passionate and never satisfied with the status quo.

### Responsibilities include but are not limited to:

- The SD- PM will manage all assigned projects in support of Spectrotel Business customers. Plans sequencing of projects and directs employees, vendors, and third parties to accomplish projects on agreed upon timeframes. Sets and manages customer expectations.
- Manages projects to ensure profitability by proactively identifying and mitigating project risks.



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- Work closely with functional business divisions, vendors, and customers in defining project priorities, approach, resource requirements and timing of deliverables. Drives
- provisioning process by identifying timelines and coordinating simultaneous or linear order submission in an effort to limit cost, gaps in interval and ensure projects are completed within Spectrotel's established intervals.
- Evaluates the need for vendor work and identifying any need for additional equipment installation to service the location.
- Analyzes communications and requests from clients, support departments, and agents to determine what course of action is necessary. Updates appropriate management team on project status. Communicates project requirements to other departments. Escalates internally as needed to ensure project completion.
- Coordinates with vendors and POC's for building access and install dates.

#### Qualifications:

##### Required:

- 3+ years of experience required in related field (i.e., Communications Industry, Project Management, etc.).
- Proficiency of Windows based applications (Word, Excel, Project) and knowledge of Order Management System (OMS).
- Excellent interpersonal, collaborative and verbal and written communication skills to lead and work effectively with teams throughout organization.
- Strong analytical, problem solving, time management and organizational skills.
- Experience managing escalations with minimal senior management intervention required.

##### Preferred:

- BS/BA degree in related discipline strongly preferred (i.e., Business, etc.).
- 2+ years of experience in a leading cross functional leadership role preferred.
- Experience in telecommunications industry desired.

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations or ordinances.