

## System Automation Corporation Project Manager Position Description

**Reports to:** Application Delivery Manager

**Location:** Columbia, Maryland

**Position summary:** Works with clients and SA employees to plan, manage, execute, and close software implementation projects. Identifies sales opportunities based on matching client needs to current offerings and routing opportunities to account managers.

**Compensation:** Base salary commensurate with experience. This role is eligible for the company's commission plan.

### Key Responsibilities

- Prepares project budgets for review and approval by management
- Responsible for meeting all contractual deliverables and milestones according to the approved project plan
- Responsible for project accountability
- Assembles and manages project teams and assigns individual responsibilities
- Serves as the liaison to the development and sales teams
- Supervises implementation specialists
- Validates business requirements with clients then measures and documents success in achieving the goals
- Identifies upsell opportunities and routes opportunities to account managers/sales people
- Determines and acquires resources needed to ensure that deliverable deadlines and payment milestones are met within the approved project budget
- Evaluates and mitigates project risks
- Develops and manages project plan and budget
- Monitors and reports project progress against objectives, internally, and with clients; escalates issues, risks to SA management when necessary
- Understands and documents product issues
- Oversees contractual software enhancements or defects
- Coordinates, oversees, and provides product rollout and onsite support
- Manages and maintains client relationships, serving as point of contact for all client issues and responding to client requests
- Maintains consistent, ongoing contact with clients regarding project status, and conducts weekly project status meetings with agency project managers
- At close of project, conducts project performance review, transfers project to the Customer Service team, and archives project in SharePoint
- Must also be able to fill in for an implementation specialist when necessary, and perform the associated tasks

### Knowledge, Skills and Abilities

- Basic knowledge and understanding of computer/database concepts
- Proficient in the fundamentals of project management
- Knowledge of MS Project
- Familiarity with SQL, web-based applications, and client-server applications
- Excellent verbal and written communication skills
- Ability to problem-solve tenaciously
- Ability to communicate effectively during difficult customer issues
- Ability to troubleshoot effectively
- Ability to work well with others
- Excellent customer service skills
- Ability to work on multiple projects concurrently
- Ability to manage multiple priorities
- Ability to collaborate with others to cooperatively develop consensus based solutions
- Enjoys having a variety of assignments and projects
- Ability to work well with teams as well as independently
- Ability to work with little direct supervision
- Ability to travel up to 75%

### Qualifications

- BS / BA in computer science, information management systems, communications, English, education, business administration, or mathematics
- 3-5 years of project management experience serving in a technical role
- CAPM, or pursuant of PMP (desired)

### About the Company

Located in Columbia, Maryland, System Automation Corp. (SA) is one of the nation's leading providers of regulatory management software and services to government and private-sector organizations. SA exists to automate regulatory compliance and deliver a great customer experience. We believe that empowering our clients to address regulatory challenges is an important part of protecting the general public and making the world a better place.

Our values inspire us to provide a great customer experience:

- Respect
- Accountability
- Integrity
- Honesty
- Empathy
- Responsiveness

To apply for this position, please submit a cover letter and resume to [resumes@systemautomation.com](mailto:resumes@systemautomation.com)