



JOB OPPORTUNITY

POSTING DATE: June 13, 2006
DEPARTMENT: Business Solutions Group
JOB TITLE: Sr. Program Manager
REPORTS TO: Manager, Program Management
HOURS: 1st Shift, Monday-Friday

Purpose:

The Program Manager is the single point of contact to support external customers and manage all activities and projects for one or more customers. The Program Manager is responsible for the primary internal accountability including profitability of engagements. The Program Management role also serves as the communications link between the customer/Sales and Operations and provides reports and customer reviews.

Responsibilities:

- Leads the identification of requirements, deliverables and establishment of an agreement with the customer.
- Organizes work in management tasks to forecast the cost and completion date. Clearly defines the scope of a program providing the foundation for evaluating the impact of potential scope changes on schedule, budget and performance requirements.
- Responsible for all key project management activities for engagement(s):
 - Communication Management
 - Schedule Management
 - Contract Management
 - Quality Management
 - Resource Management
 - Contract Management
 - Financial Management
 - Scope Management
- Collaborates with Account Managers to deliver periodic customer reviews
- Coordinates cross functional activities with Engineering, Logistics, and Operations
- Serves as the primary escalation point for problem resolution

Qualifications:

BS/BA in business, engineering, computer science or related work experience. MS/MBA preferred. Minimum of seven years experience in Technology – Systems Integration, Hardware and/or Software Engineering required. Minimum of 5 years Project Management experience, managing multiple complex projects. Prior experience in the following areas: Customer Relationship Management/Sales, Vendor/Supplier, Quality Systems (CMM, ISO, Six Sigma, etc.) and Leadership and Teambuilding. Project Management/Product Management training preferred.