

Location

Miramar, Florida or Charlotte, North Carolina.

Job Description

The primary purpose of this role is to conduct and oversee projects that are small, medium, and large and apply cross-functional (or deep functional) expertise in project management. This includes responsibilities for managing projects end-to-end through the planning, development, execution, and implementation stages, while adhering to Forthright's project management practices. All Forthright Project Managers are stakeholders. Meaning, they are required to be active members of management. The Primary Working Location for this position is in the Forthright Miramar Florida Office and does require up to 25% travel when required.

Responsibilities

- 3-5 Years of Previous Project Manager Experience, Bachelor's Degree or Equivalent Experience
- Experience as a Program Manager Preferred
- Serve as the Lead Project Manager for all Projects
- Chair all Project Management Office (PMO) Weekly Meetings
- Primary Owner of the Standard Operating Procedures document for Project Management Procedures (Living Document, always kept up to date, Continuity Book Concept)
- Responsible for all Project Status Calls (Ensure they are scheduled and conducted)
- Active Participant in Change Advisory Board (CAB) Meeting
- Be Comfortable Matrix Managing Teams of System Administrators, Engineers, and Architects Develop, Coordinate, and Manage Projects from Planning through Implementation
- Required to be on call to deal quickly with urgent issues related to Project Management
- Serve as a Liaison to the Sales & Marketing Team as needed
- Develop, document, train, implement, and enforce all project management processes.
- Ensure Forthright's Knowledge Repository is updated and included in all projects
- Ensures Alignment, buy-in, and support of diverse project stakeholders by building and maintaining relationships with internal staff, customers, third-party vendors, and senior management
- Coordinates project team activities to ensure project milestones are achieved
- Provides the IT Operations Manager with verbal and written peer reviews, as needed
- Consistently Communicate with project stakeholders and all affected project personnel
- Monitors overall project performance (timeline, budget, and resource utilization) against a plan, adjust as needed when issues are identified.
- Manages, controls, and mitigates project risks by entering them all in Autotask (Central Project Management Tool) and send out all project updates, alerts, other communications to the project team through the Autotask Tool for central tracking and project organization.
- Collaborates with Forthright Customer Success Manager, VP of Professional Services, and the IT Operations Manager as needed to ensure customers are receiving the services promised

Education/Experience

- 3-5 Years of Previous Project Manager Experience, Bachelor's Degree or Equivalent Experience
- Experience as a Program Manager Preferred
- Advanced Microsoft Project Experience
- Internal IT as well as Managed Service Provider Company Experience Combined is Preferred
- Working Knowledge of Agile, ITIL, Project Management Best Practices (Certifications Preferred)