

Job Description

Title: Sr. Technical Project Manager/System Architect
Reports to: Director, Technology Infrastructure
Division: Technology Implementation Services
FLSA Classification: Exempt
Status: Full-time, direct hire
Salary Grade: TBD
Location: Bethesda, MD
Travel: up-to 20% of time

Purpose: The Senior Technical Project Manager/System Architect will deliver high-quality project management consulting services to a financial client based in Bethesda, MD.

Essential Duties and Responsibilities:

- Researching processes and compose/write system requirements for use by the engineering and operations teams;
- Developing and maintaining information and documentation related to customer processes and systems;
- Oversee and manage local team of engineers and helpdesk personnel onsite;
- Analyzing and evaluating new technical solutions for the client and provide adequate recommendations; manage asset and software inventory;
- Provide leadership to helpdesk personnel and communicate with C-level executives during a major technical issue or an outage and bring to quick resolutions;
- Preparing and maintaining system documentation in accordance with customer requirements;
- Planning, maintaining, track and document the course of projects including milestones, tasks, resources required;
- Planning meeting agendas and lead meetings to ensure important issues are discussed, tracked and resolved;
- Managing changes to schedule, budget, and scope through change control process;
- Reviewing system documentation to identify how a change might impact the customer's infrastructure and systems;
- Engaging in process modeling and researching alternatives for the creation of customer requirements;
- Identifying and resolving procedural and process problems with applicable team areas.
- Tracking and escalating issues as necessary and facilitate resolution; ensuring that projects follow standards and procedures;
- Working with PM team and engineers to identify tasks, milestones and LOEs for assigned projects
- Communicating status to senior management, other impacted project managers, and team members, as appropriate;
- Be available when contacted for customer-impacting issues during non-business hours;
- Other duties as assigned;

Qualifications:

- 5 years of experience managing IT infrastructure projects;
- Strong technical leadership experience;
- Bachelor's degree or equivalent experience;
- Experience with project management tools; and experience with project/product lifecycle management methodologies including Agile;

- Financial services industry experience a plus;
- Ability to pass a background check which includes criminal and credit inquiries;

Other desired knowledge, skills or attributes:

- Flexibility: comfortable with changing priorities in support of customer's and or leadership team's needs
- Experience in working with a provider for managed services, including cyber security and enterprise cloud solutions, as well as, consulting services that include application development and database engineering/architecture services.
- Analytical thinking: able to collect, analyze, and draw conclusions from large volumes of seemingly disparate data; able to help develop frameworks describing issues and alternatives simply yet eloquently along with alternatives and recommendations to solve the issues
- Strategic thinking: focuses on organizational efficiency and continuous improvement; researches and recommends modifications to processes and potential new methods and approaches
- Communication: proficient at writing and presentation development; proactively keeps management informed of all issues and decisions; able to interact with multiple levels of management and staff across teams and departments; conducts walkthroughs of requirement/process artifacts and communicates effectively with engineering and operations teams to ensure clear understanding of requirements
- Independent thinker: able to fulfill assignments with general guidance and direction; works independently on requirement deliverables with moderate-to-high complexity
- Accountability: Provides accurate input to the project scope, schedule and budget; accountable for the completion of high-quality deliverables on schedule for assigned projects; Demonstrates ownership of problems, issues or requests from start to finish, ensuring that the outcome fully resolves the problem or satisfies the stated need.

The overall well-being of our employees and their families is important, and Neovera provides many valuable benefits, programs and tools to help manage the various phases, developments, and priorities in your life which include:

- Medical and dental insurance coverage;
- FSA- health and dependent care expenses;
- Life insurance;
- Short and long-term disability insurance;
- Generous paid time off;
- 401(k) retirement plan;
- Competitive base salary;
- Discounted gym membership.

About Neovera: Neovera is a trusted provider of complex hosting solutions, leveraging over a decade of unmatched technical expertise in IT consulting and infrastructure managed services. Headquartered in Reston, Virginia, Neovera's clients range from start-up and non-profit organizations, to global media, distance-learning, and financial institutions. Our goal is to assist clients in achieving superior return on their investment with the optimization and management of high-availability IT infrastructure solutions.



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Hosting Solutions Engineered Around You

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