

## Job Description

**Title:** Sr. Technical Project Manager

**Division:** Technology Implementation Services

**Status:** Full-time, direct hire

**Location:** Reston, VA

**Reports to:** Director, Technology Implementation Services

**FLSA Classification:** Exempt

**Salary Grade:** TBD

**Travel:** up-to 20% of time

**Purpose:** To be responsible for managing all aspects of the project life cycle and works to oversee all phases of a project. This includes planning and collecting project requirements, analysis, design, setting priorities and following through with implementations. The ideal candidate will have a technical background in Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Cyber security services and Hybrid Cloud solutions.

### Essential Duties and Responsibilities:

- Plan, maintain, document and track the course of projects including status, milestones, tasks, and resources required
- Coordinate cross-organizational team proactively ensuring that teams are updated regarding schedules, issues, and current status
- Leverage project team resources to provide level of effort estimates on new work
- Communicate status and issues to senior management, key project stakeholders, other impacted project managers and team members, as appropriate
- Ensure the project is implemented within contractual obligations and meets SLA requirements; lead all new project kick-off meetings with clients and internal engineering teams and continue to communicate with all parties during the implementation process.
- Advocate for the customer within Neovera (be their voice)
- Ensure SLA's (service level agreements) are being met by internal engineering team
- Travel to client sites to learn more about their business and requirements to appropriately set timelines and expectations both externally and internally
- Plan meeting agendas and lead meetings to ensure important issues are discussed, tracked and resolved
- Be available when contacted for customer-impacting issues during non-business hours
- Act as a key contributor of continuous improvement of project management best practices, using innovative ideas to increase the effectiveness of organization
- Must be a self-starter with the ability to work in a fast paced and ever-changing environment
- Have a strong ability to balance multiple priorities in a high demand environment while connecting with clients and internally with our engineering teams
- Analyze and interpret complex data and metrics
- Other duties as assigned

### Qualifications:

- 10 or more years of experience in an implementation and/or engineering role with expertise in infrastructure and cyber security
- Bachelor's degree or equivalent experience, Master's Degree preferred
- Experience with project management tools; and experience with project/product lifecycle management methodologies including Agile
- PMP Certification desired
- Must understand Public Cloud and Private Data Center Hosting architecture
- Ability to pass a background check which includes criminal and credit inquiries

### Other desired knowledge, skills or attributes:

- Business Acumen: 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 PM 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.
- Flexibility: comfortable with changing priorities in support of customer's and or leadership team's needs

**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.

*Neovera is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, disability, military status, national origin or any other characteristic protected under federal, state or applicable law.*