

JOB TITLE: Senior Program Manager

DEPARTMENT: Program Management
REPORTS TO: VP of Program Management
FLSA: Exempt
JOB GRADE: 24

SUMMARY:

Coordinate, assign, track and complete multiple projects throughout the company. Some of the projects include application specific general purpose servers, general purpose base servers platforms, integration of special purpose PCI cards, software applications, tools and utilities, responsible for a minimum of 6 independent projects at any given time.

Where assigned Sales Account Executive responsibilities, responsible for developing and servicing client relationships. Responsibilities include coordinating customer forecasts, selling post-installation customer support and services, and identifying and communicating new product and service opportunities based on analysis of clients' business needs. Usually prospects, qualifies and may close additional product and/or service opportunities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Define, create, manage, execute, and complete all assigned projects
- Lead in the charter, mission, and management of the Project Office
- Lead and coordinate day to day activities of the project team
- Define the scope and extent of any identified project by the creation of the Application Deployment Requirements document and through the development of a detailed project schedule
- Work with Mfg. Engineering to establish the SKU/BOM structure necessary to meet the needs of the customer and the internal production requirements
- Prioritize projects and activities for the project team
- Regularly brief the Project Office team and occasionally senior management on project status, plans and issues
- Create and maintain an action item database.
- Ensure final products meet requirements specifications and BOM
- Create and maintain crucial operational processes
- Create and maintain project plans
- Lead Project Team weekly meetings
- Ensure follow through on all action items
- Review and signoff on project deliverables
- Authorize and document deviations from the stated process framework.
- For large or strategic customers, liaise with Sales Account Executive and customer as appropriate on day-to-day business and technical issues
- For smaller customers that do not have a Sales Account Executive:
 - Analyze customer needs, identify and communicate new product and service opportunities to existing and potential customers.
 - Consult with customers on the best way to customize products/services for their use.

- Obtain and enter product forecasts and provide customers with required quotes to reflect upcoming business.
- Provide account details, product requirements, and accurate representations of customer requests and requirements to the engineering and manufacturing organizations in order to ensure a smooth transition of a new customer to UNICOM Engineering
- Provide final authority for the release to General Availability of a product
- Provide mentorship and leadership to junior Program Management team members and Project Coordinators
- Learns about Company's business as appropriate. Shows up to work on time and attends work as scheduled
- All other duties as requested by supervisor or department head

COMPETENCY QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If an employee does not meet the required competency level in any area, a required development training plan will be implemented.

Job-Specific Competencies:

(Education and/or years of experience; technical and/or analytical; software or applications; department and/or position specific; internal or external certifications required)

- BS degree in a technical field or equivalent experience; MBA preferred
- PMP Certification preferred
- Ability to define problems, collect data, establish facts and draw valid conclusions
- Require in depth knowledge about the company's products and services
- Smart, creative, energetic, conscientious, and enthusiastic with strong problem solving skills
- Experience negotiating business terms and closing contracts with partners
- Execution focused: must be able to plan, manage, and communicate progress on various projects simultaneously
- Enjoy fast-paced, energetic environment
- Entrepreneurial and results oriented
- Ability to follow all applicable Business Management System (BMS) processes.

Management Competencies:

(Management experience required)

- Minimum of 8 years' experience in project and program management
- Account Management experience preferred
- Experience managing projects in an engineering and manufacturing environment
- Experience managing partnerships with both large, public companies and startups

Core Competencies:

(Other core requirements including communication, presentation, language, math, and reasoning skills)

- Ability to read, write and speak English fluently
- Ability to compose reports and correspondence
- Excellent written and verbal communication skills
- Ability to use word processing, spreadsheets and electronic office tools
- Knowledge of basic addition, subtraction, division and multiplication of numbers is required
- College level engineering math skills for statistical analysis and modeling

- Ability to define problems, collect data, establish facts and draw valid conclusions
- Know and follow established company core values.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; to sit, stand, walk; and to talk and hear. Specific vision abilities required by this job include close vision and the ability to adjust focus.

- Lifting Requirement: 50 pounds
- Lifting Limitation: 50 pounds

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.