



JOB POSTING

Project Manager of UCC/IT

Valcom - Virginia Integrated Communication – Mechanicsville, VA

Department: UCC/Networking

Reports to: Director of UCC/IT Integration Support Services

The Project Manager of UCC/IT is responsible for developing and managing UCC/IT technology projects for customers by managing the cost, time, and scope constraints. Other primary duties include creating and maintaining a project plan that communicates tasks, milestone dates, status, resource allocation, and financial status.

Project deployments typically involve implementation and support of fiber/structured data cabling infrastructure, enterprise network hardware including Extreme and Fortinet switches, firewalls, and wireless access points, as well as other vendor-specific hardware and software. Project scopes often include cloud telephony and unified communications and collaboration (UCC) platforms—both on-premises and cloud-based—covering intercom/paging systems (e.g., Valcom), voice, chat, access control and video technologies. Systems supported may include Honeywell, Avaya VoIP, voicemail, and cloud UCC platforms such as Nextiva, 8x8, Avaya Cloud, RingCentral, Microsoft Teams Voice, Zoom Voice, and others.

Employee Owned. Customer Focused. Valcom is an industry leader dedicated to providing customers with complete integrated solutions and services through every outlet from - initial planning, consultation, design, integration, and implementation. Valcom is 100% employee owned. Employees are empowered to act and think like owners because, they are owners! All employee owners have a vested stake in the company which means their commitment to our communities, customers, and each other is unparalleled.

Essential Duties and Responsibilities:

- Develop project plans, goals, and budgets: identify resources needed, develop schedules and measure results in ConnectWise
- Understand overall project objectives, as well as the role and function of each project team member
- Ensure the project objectives and requirements are clear and agreed upon by all team members
- First line for answering the phone & responding to e-mails from customers and technicians
- Coordinate the delivery and installation of technology that meet quality assurance standards
- Assist project team in design and development tasks
- Organize and manage all phases of the project to ensure on-time completion with budgetary requirements
- Drive problem investigation and resolution as required
- Ensuring that risks are identified, communicated, and mitigated and that projects are delivered successfully through to production
- Design and maintain technical and project documentation
- Confirm product ordering with Purchasing team for projects as well as other requirements (gear, lifts, scaffolds, etc.)
- Handle new install coordination and assist in the warehouse with the staging of some gear.
- Communicate to customers: scheduling of the projects, keeping them informed of progress, notifying them of impending changes or agreed outages, etc.

- Monitor and analyze the time allocated and spent on project task and activities.
- Work closely with NOC and service personnel in the coordination of assignments.

Additional Duties and Responsibilities:

- Improve customer perception and satisfaction
- Ability to work in a team and communicate effectively
- Escalate project issues that cannot be completed within agreed service levels
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs
- Document internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses in ConnectWise as it occurs
- Understand and implement Vcom processes within ConnectWise CRM tool
- Complete assigned training materials and blueprints on the ConnectWise University
- Enter all work as activities, service tickets, or project tickets into ConnectWise
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry
- Ability to read and interpret designs and drawings of fiber/structured cable for data infrastructure
- Onsite construction coordination with the General Contractor and associated trades, attending construction meetings as needed.

Knowledge, Skills, and/or Abilities Required:

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.

- 5 to 7+ years of experience in Project Manager role both internal and onsite support
- Professional Certifications, such as: Microsoft Project Software, Project Management Courses and other UCC/ IT technology related courses or experience.
- Knowledge and experience in cross-functional project management methods and techniques
- Knowledge of UCC/ IT applications, processes, software and equipment
- Capability of obtaining DCJS registration.
- Strong organizational, presentation, and customer service skills
- Experience working with general contractors with new construction and tenant renovation projects.
- Skill in planning and preparing written communications
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Ability to multi-task and adapt to changes quickly
- Service awareness of all organization's key services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide UCC/IT services
- Typing skills to ensure quick and accurate entry of project details
- Self-motivated with the ability to work in a fast-moving environment

Excellent benefits package including health insurance, 401K savings and Employee Stock Ownership Program.

Vcom is an Equal Opportunity Employer committed to creating a diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.