

PROJECT MANAGER

Introduction

Computer Solutions is currently adding a **Project Manager** to their team of highly trained professionals. The selected candidate will participate in proposal generation for the project management components when needed and implement a proposed solution to our clients after the business is won. The Project Manager is a critical role in our organization that interfaces with the management of the professional services teams to successfully deliver business value to our clients.

Computer Solutions offers an array of information technology products and services primarily to the South Texas region. Over the years, we have forged strong strategic alliances with leading IT service providers including Cisco, Microsoft, HP Inc, HP Enterprise, VMware, Rubrik, HPE Nimble, F5, Microsoft Azure, Microsoft 365 to name a few. In addition to hardware and software product sales, we are frequently our clients' primary contact for professional and consulting services such as Managed Services, Unified Communications, Network Infrastructure, and Server and Desktop Virtualization. Our record of success is clear—our client base has grown to approximately 300 companies across San Antonio and South Texas leading to tremendous annual revenue growth from \$1 million in 1984 to \$90 million in 2025. Our valued workforce of over 80 highly trained and certified staff creates the culture of success within Computer Solutions, having been rated the *#1 Best Company to Work for in San Antonio* in 2023 by the San Antonio Business Journal.

Position Summary

The Project Manager is responsible for managing all aspects of delivering one or more client projects concurrently using the PMI methodologies and process framework from project initiation, planning, executing, monitoring and controlling to closing. As part of Service Operations team, Project Manager has the responsibility to interpret the right level of rigor and discipline required for a given situation, while maintaining the rapport of technical experts and the client(s) in the context of the company culture and mode of operation. The Project Manager is responsible to deliver technical infrastructure solutions on behalf of the Computer Solutions to a variety of customers and organizational types in a responsible, harmonic, and effective manner as interpreted and communicated by his/her reporting manager.

Responsibilities

The Project Manager must possess the skills and attributes outlined below in an effective, professional manner:

Project Management

- Creates and executes project work plans and revises as appropriate to meet changing needs and requirements.
- Develops, manages, and drives project plans from initiation through completion while maintaining schedules, milestones, budgets, deliverables, and customer expectations.
- Identifies resources needed and assigns individual responsibilities.
- Manages day-to-day operational aspects of projects and scope while minimizing organizational exposure and project risk.
- Identifies, documents, tracks, escalates, and drives resolution of project risks, issues, assumptions, dependencies, and blockers.
- Reviews deliverables prepared by project teams before customer delivery to ensure quality standards are met.
- Effectively applies Project Management Office (PMO) methodology and enforces project standards, templates, and best practices.
- Demonstrates process discipline by consistently following established project governance while identifying opportunities for continuous improvement.
- Prepares for engagement reviews and quality assurance procedures.
- Ensures project documentation is complete, current, organized, and stored appropriately, including meeting notes, decisions, action items, customer communications, risks, and status updates.
- Monitors and controls project financial elements.
- Develops communication plans to effectively inform team members, stakeholders, and customers.
- Successfully manages multiple concurrent projects while balancing competing priorities and changing business requirements.
- Demonstrates strong ownership by driving accountability and ensuring project commitments and deliverables are completed on schedule.

Technical Understanding

- Maintains relevant knowledge of many facets of Enterprise infrastructure.
- Understands infrastructure components in larger scheme of delivering business capabilities.
- Experienced in facilitating the documentation of hardware and configuration requirements.
- Ability to develop current and target requirements and documentation.
- Facilitates testing and acceptance criteria.
- Possesses general understanding in the areas of application development and SDLC.

Project Manager Qualities:

Leadership

- Challenges others to develop as leaders while serving as a role model and mentor.
- Manages the development of team by ensuring, when possible, that project tasks are in line with each Innovator's career interests.
- Inspires coworkers to attain goals and pursue excellence.
- Identifies opportunities for improvement and makes constructive suggestions for change.
- Manages the process of innovative change effectively.
- Remains on the forefront of emerging industry practices.
- Demonstrates sound judgment and confidence when making project decisions with incomplete or evolving information.
- Creates structure and direction in ambiguous situations while keeping projects moving toward successful outcomes.

Teamwork

- Consistently acknowledges and appreciates each team member's contributions while motivating them to work together as a team, effectively utilizing them to their fullest potential.
- Keeps track of lessons learned and shares those lessons with team members.
- Mitigates team conflict and communication problems.
- Promotes accountability across cross-functional teams while fostering collaboration and transparent communication.
- Encourages continuous improvement by identifying lessons learned and recommending enhancements to project delivery processes.

Client Management

- Sets and manages client expectations and day-to-day client interaction.
- Develops lasting relationships with client personnel that foster ongoing client partnerships.
- Communicates effectively with customers to identify business needs, manage expectations, and evaluate alternative solutions.
- Facilitates customer meetings, project status reviews, and executive communications with professionalism and confidence.
- Continually seeks opportunities to increase customer satisfaction and strengthen long-term relationships.
- Builds a strong understanding of each client's business objectives, operational priorities, and success criteria.

Job Skills Requirements

Qualified candidate must possess most or all of the following credentials and capabilities:

- Current PMP certification highly desired. If not currently certified, willingness to obtain certification is required.
- Minimum of five (5) years of Project Management experience delivering IT infrastructure, Professional Services, MSP, or technology implementation projects.
- Strong written communication and exceptional documentation skills.
- Proven ability to organize ambiguous or incomplete information into actionable project plans.
- Demonstrated experience managing multiple concurrent projects while maintaining exceptional attention to detail.

- Ability to work independently with minimal supervision while exercising sound judgment and problem-solving skills.
- Strong customer relationship management and stakeholder communication skills.
- Excellent analytical, verbal, written, and interpersonal communication skills.
- Negotiation, contract management, and service delivery management experience.
- Strong proficiency in Microsoft Excel, Word, Outlook, Teams, and Microsoft Project.
- Bachelor's Degree preferred or equivalent combination of education and experience.