INVISION TECHNOLOGIES

EMPOWERING COMMUNITIES THROUGH TECHNOLOGY

IT Project Manager

Job Description

Department: Operations

Reports to: Service Desk Director

Job Status: Full time

Location: Albany, Ga

Position Summary

Invision Technologies, LLC is looking for an IT Project Manager to join our team. The ideal candidate exemplifies exceptional customer service while possessing the skills, knowledge, and aptitude to intake and triage client issues. The IT Project Manager handles overseeing projects related to overhauling client networks, deploying equipment, and software/cyber tool deployments. Qualified candidates must have the ability to communicate to clients and co-workers at both technical and non-technical levels. Ideal candidates are self-directed, great on the telephone, organized, a great communicator, and consistent in maintaining our high-quality of standards. The desire and drive to build and maintain customer relationships is a key function of this role. This candidate must also be able to exhibit a sense of urgency in providing exceptional quality service to clients and setting and managing expectations.

This is a full-time position based in Albany, Ga.

Responsibilities & Duties

- Serve as initial point of contact and manager during projects within our client's IT environments, including, but not limited to, hardware, software, networking, printing, Microsoft, and server deployments

- Meet with clients regularly to keep them updated and discuss next steps of projects

- Oversee technical staff resources and align their schedules to meet the needs of the project
- Responsible for service ticket scheduling, escalation, and client satisfaction
- Ensure quality services are performed to the agreed SLA
- Offer our clients a true "white-glove" support experience and exceed their expectations
- Work with counterpart technicians to schedule and follow up on outstanding issues
- Create and maintain thorough documentation and configurations within company tools
- Interface with third party vendors as a liaison between client and vendor
- Other duties as assigned

Knowledge, Skills & Personal Qualities

- Demonstrate excellence in customer service
- Excellent communication skills
- Ability to identify simple to complex problems and analyze them for triage or solution
- Demonstrate problem-solving strategies and practical knowledge
- Ability to diagnose and resolve issues balancing research, troubleshooting, and standard procedures
- Working knowledge of computer systems, including hardware, software, OS, and peripherals
- Demonstrated ability to work in a fast-paced environment
- Time management, organization, communication is vital

Required Qualifications

- High school diploma or equivalent required
- 1 year support or technical experience
- Exceptional written and verbal communication skills
- Ability and desire to learn and adapt quickly
- Exceptional customer service skills
- Attention to detail

Preferred Qualifications

- Managed Service Provider experience
- Use of PSA/Ticketing system experience
- Call center/dispatch experience
- Experience as a tier 1-2 IT Support Specialist

Benefits

- Comprehensive health care plan including options for Dental, Vision, and ST/LT Disability
- Employer-provided life insurance at no cost to the employee
- 401k retirement plan with company matching contribution; employees may participate after completing 1 year of service
- Monthly mobile phone stipend
- Career path after 6months to outline future career growth
- Eighteen days of paid time off annually
- Salary commensurate with experience

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all employees.