

POSITION DESCRIPTION

Position	Senior Data Center Project Manager
Company	N'compass
Location	Minneapolis, Minnesota
Reporting Relationship	Data Center Consulting Director
Status	Exempt, Full-time
Date	June 2010

POSITION SUMMARY

The Data Center Project Manager is a key position and serves as lead liaison for large-scale client projects. This leadership role will center on leveraging our capabilities by designing and executing customized, cutting-edge, and complex IT solutions. As a strategic business partner, N'compass helps organizations bridge the gap between technology and business. Combining expert people, product offerings and proven processes for managing projects, N'compass is an industry leader able to serve diverse client needs ranging from improvements to data center reliability, server relocations to technology infrastructure design.

As an expert in IT project/process management, the incumbent must act as a collaborative and consultative partner guiding the clients throughout the life cycle of the project. The DC Project Manager will work with clients at the highest levels to design and lead the implementation of a range of IT solutions to meet core business needs. An ability to build cohesive teams with strong morale will serve as the foundation for success. As a skilled strategist, the DC Project Manager will ensure the right people are involved at the right time to ensure a seamless plan and process for moving projects forward on time and within budget.

Use of innovative and progressive technical solutions will be critical to elevate N'compass' leadership reputation. The DC Project Manager must be skilled at bringing creative ideas to the table, demonstrate technical expertise, understanding of data center ecosystems, and the confidence to provide the best ideas and suggestions to achieve the desired business results. A demonstrated ability to marshal resources (people, funding, materials, and support) to get things done and orchestrating multiple activities at once to accomplish goals is of key importance. A dedication to exceeding the client's expectations and an ability to build trusting relationships across all levels of an organization is critical for success.

As a highly visible leader, the DC Project Manager must be able to maneuver through complex political situations while staying focused on driving results. Additionally, the role is responsible for understanding the nuances of client environments to ensure the project is laser focused and remains on track.

DUTIES AND RESPONSIBILITIES

Project Management

- Serve as architect for designing and executing custom IT solutions for client projects.
- Establish goals, principles and measurements to ensure progress and alignment with desired business outcomes defined by clients and meet short- term and long-term revenue results for N'compass.
- Build and refine internal efficiencies, systems and processes to meet and exceed client satisfaction.
- Build and maintain strategic partnerships and strong working relationships with clients, client partners, and internal solutions teams.
- Create and implement transition plans to clients.
- Work in close collaboration with internal and external teams to ensure that project plan and recommended solutions fully meet customers' business and technology needs.
- Provide leadership to customers and ensure total client satisfaction through the life-cycle of the relationship.
- Prepare and manage client budgets, forecasts, and required reports; manage and monitor budgets and the N'compass' ability to deliver results and meet client expectations within those budgets.
- Collaborate with internal stakeholders/solutions teams.
- Manage multiple client projects, progress, and milestones.
- Maintain connection and communication with multiple internal and external stakeholders ensuring appropriate prioritization, effective execution, and collaboration.
- Facilitate creative thinking, innovation and results-based brainstorming with internal teams to develop compelling business/IT solutions and results.

Organizational Effectiveness

- Support the identification and implementation of organizational change strategies required to enhance N'compass' internal and external results and build accountabilities and while maximizing capabilities.
- Develop action plans to elevate the performance of internal teams and external partners.
- Foster continuous improvement efforts; solicit feedback to generate new and innovative ideas for ongoing company improvements and enhancements.

REQUIREMENTS

Knowledge, Skills, and Abilities Required for the Role

- Bachelor's degree in related field/discipline required.
- 15+ years of progressively responsible project leadership experience 5 -10 years of which were served in a consulting role.
- Expert knowledge in ITIL, COBIT, TOGAF.
- Solid knowledge of electrical and mechanical engineering with an expertise in IT and ability to generate architecture.
- Proven track record of success managing large-scale, concurrent IT solutions projects.
- Solid understanding of IT solutions and business processes.
- Strong financial acumen and an ability to talk "business" to clients.
- Experienced at effectively managing multi-million dollar budgets.
- Demonstrated ability to effectively manage cross-functional teams achieving desired business results.
- Ability to identify and propose cutting-edge, complex IT solutions.
- Ability to provide high-level counsel to business and executive leadership.
- Ability to use the power of IT to help clients meet their business goals and address their business challenges.
- Superior consultative, interpersonal, diplomatic, communication (written and oral) presentation, and facilitation skills.
- Experience managing business issues and skilled at maneuvering through complex organizations and political situations effectively and quietly.
- Can negotiate skillfully in tough situations with both internal and external stakeholders; can settle differences.
- Must be able to speak up, challenge, influence, persuade and convince. Must know when to push back and when to fold. Must know how to do this with tact, grace and finesse. Must know how to problem solve and manage up.
- Strong history of quickly building trusting relationships, gaining credibility, and partnering with leaders and peers. Relevant and established media contacts and relationships.
- Can effectively cope with change and manage stressful situations.
- Proven planning, priority setting, time management, and decision making skills. Ability to achieve results in a fast-paced dynamic environment with shifting priorities and short deadlines.
- Strong technical/computer skills including Word, Excel, and PowerPoint.
- Enthusiasm for business, entrepreneurial spirit, and a passion for driving results that substantively impact the client's business.
- Sense of humor.

ADDITIONAL POSITION INFORMATION

MENTAL PHYSICAL ENVIRONMENT

- Ability to handle and be trusted with confidential and/or sensitive information
- Ability to work in a fast-paced environment
- Ability to be flexible and to handle multiple projects in an organized, timely manner
- Ability to problem solve, work under pressure and to effectively manage stress
- Requires ability to travel 25% of the time; some international travel may be required
- Most work is performed in a temperature-controlled office environment.

The above statements are intended to describe the general nature of work performed by the associate(s) in this job. Specific duties and responsibilities may vary by position.