



Title: Project Manager

Reporting To: SVP, Operations

Location: Los Angeles, CA or New York, NY

Project Manager

The Switch Enterprises, LLC (*"The Switch"*) founded in 1991, is the largest privately held video solutions service provider in North America. *The Switch* is recognized as the industry leading pioneer of video solution services through our innovative fiber optic network and currently provides advanced video switching and local fiber circuit services, scalable Ethernet, and *Home Runs* remote production via its *Five Nines Service* across the United States, United Kingdom, and Canada. *The Switch* was recently awarded a U.S. system patent for customer-controlled video data content delivery, the 2013 New Bay Media Product Innovation Award for Switch-IT, and the 2012 Broadcast Engineering Excellence Award for Network Automation. The Switch has experienced explosive growth and offers a fast paced and dynamic work environment with a focus on exceeding both individual and team expectations. Our customers demand "Unparalleled Quality" and *FiveNines* reliability from our network and it is our corporate responsibility to satisfy their expectations by continuing our expansion in services and network reach, while remaining cost effective. Learn more about us at: www.theswitch.tv.

The Switch is seeking a Project Manager who will be responsible for managing the complete life cycle of complex projects while researching, organizing, implementing and overseeing designated projects. This position will be actively involved in pre and post-sales activities while engaging both internally with our employees and externally with prospective and current clients/customers. Communication is a priority and this position requires constant communication and coordination with internal departments to ensure that all components of the projects are properly addressed & completed on time. This role will report to the SVP, Operations.

Principal Responsibilities:

- Ensure plans, schedules and technical implementation details are closely monitored & organized.
- Manage complete lifecycle of assigned projects.
- Responsible for delivering the contractual scope, on schedule and within budget, while maintaining customer satisfaction.
- Utilize project tracking tools & systems to accurately monitor & analyze project issues, milestones, & completion.
- Responsible for developing a clear understanding of all contract requirements for projects worked on.
- Track & manage project tasks assigned to various teams while providing insight on options, risks & costs vs. benefits.
- Facilitate & lead project related meetings as required.
- Identify, monitor & escalate project related concerns and issues as necessary & until a resolution has been met.

- Coordinate requirements, development, testing & other functional activities across various teams involved with the project.
- Analyze customer requirements & develop project specific deliverables to ensure successful project implementation.
- Work closely with Engineering & Field Engineering teams to ensure proper coordination between carriers, ensure equipment and staff is present for installations and testing and provide documentation for staff onsite at the event.
- Assist in the definition of project scope and objectives, involving all relevant stakeholders while ensuring technical feasibility.
- Ensure resource availability & allocation.
- Measure project performance with internal tools.
- Successfully manage relationships with clients and internal stakeholders.
- Perform risk management to minimize project risks.
- Create & maintain comprehensive project documentation.
- Work with existing and potential clients to develop solutions based upon their needs.
- Own timelines for projects, often involving multiple clients.

Required Skills:

- Bachelor's Degree preferred.
- 5-10 years project management experience.
- Proficient with MS Office Suite.
- Ability to develop & maintain long-term working relationships with clients.
- Outstanding attention to detail & ability to work quickly and efficiently in a fast paced and challenging environment.
- Ability to determine and identify priorities.
- Strong problem-solving skills.
- Self-motivated with excellent verbal & written communication skills.
- Excellent organizational & critical thinking skills as well as interpersonal skills required to work with a team environment.

Schedule/Compensation:

- Full-Time
- Comprehensive Benefits Package
- Compensation based on experience