



## Project Manager

### Why Join TSG?

TSG provides customized, integrated security solutions and have delivered well designed systems with highly reliable components for more than 40 years. Our staff is highly trained in designing, engineering, and installing fire, security, and access control systems—with a passion for providing the most effective, efficient, and sustainable solutions possible.

TSG has proudly created a work culture that is built upon uncompromising ethics and values, cohesive work teams, and the promotion of employee growth and development. TSG rewards diverse and creative thinking, and a willingness to own challenges as they arise.

The Project Manager oversees the planning, implementation, and tracking of specific short-term construction and technology projects that have a beginning, an end, and specified deliverables.

### The Things You'll Do:

- *Plan the Project*
  - Properly interpret the project's scope and envision how to deliver the project.
  - Review RFP and project proposals to determine time frame, financial objectives, procedures for accomplishing work, and allocation of resources during various phases of the project.
  - Establish work plan, budget, and staffing for each phase of project and arrange for assignment of project personnel.
  - Collaborate with internal and external stakeholders to accomplish project requirements.
  - Develop and maintain client relationships through timely and frequent communication.
  - Review the project schedule with senior management and all other staff that will be affected by the project activities; revise the schedule as required.

- Determine the objectives and measures upon which the project will be evaluated at its completion.
- Accurately forecasts revenue, profitability, margins, bill rates and utilization.
- In consultation with the appropriate manager identify and select technicians with the appropriate skills for the project activities.
- *Implement the Project:*
  - Implement and manage all projects.
  - Execute the project according to the project plan.
  - Continue to develop client relationships through timely and frequent communication.
  - Set up files to ensure that all project information is appropriately documented and secured.
  - Monitor the progress of the project and adjust as necessary to ensure the successful completion of the project.
  - Establish a communication schedule to update stakeholders including appropriate staff in the organization on the progress of the project.
  - Review the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards.
  - Act as the On-Site Liaison with contractors and customers.
  - Establish and maintain positive relationships with third parties and vendors.
  - Assures project legal documents are completed and signed.
- *Control the Project:*
  - Coordinate field job meetings to ensure efficiency.
  - Coordinate internal resources and third parties/vendors for the desired execution of multiple projects.
  - Provide well written reports on the project for management and customers.
  - Continue to develop client relationships through timely and frequent communication.
  - Manage all project funds according to established accounting policies and procedures.
  - Prepare reports and supporting documentation for TSG and customers as outlined in the contracts.
  - Perform risk management to minimize and mitigate potential risks.
  - Monitor performance and quality of field operations.
  - Identify scope changes and secure appropriate change orders for project cost and time.

- *Evaluate the Project:*
  - Ensure that the project deliverables are on time, within budget and at the required level of quality.
  - Evaluate the outcomes of the project as established during the planning phase.
  - Conduct a system check prior to the final closure of the project.
  - Conduct a customer walk-through at the conclusion of the project.

### **The Skills and Knowledge You'll Need:**

- Proficient with Microsoft Office (Outlook, Excel, Word, PowerPoint, Microsoft Project)
- Experience with ConnectWise is a plus
- Demonstrated success in delivering physical security/technology projects as specified
- Understands construction principles and practices
- Knowledge of Project Management
- Familiar with AIA billing documentation
- Knowledge of TSG products or similar products is preferred
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, operations methods, and coordination of people and resources
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Understands basic revenue models, P/L, and cost-to-completion projections
- Understands TSG's pricing model and billing procedures
- Possesses a general understanding in the areas of application programming, database, and system design

### **The Education/Work Experience You'll Need:**

- Experience in delivering both construction projects and technology projects
- 5 years' experience with System Integration
- Experience supervising, coaching, and developing staff to foster growth
- A minimum of 1 year of experience as a Lead Technician
- 5-7 years' experience in the security services industry
- Associate's or bachelor's degree in a related field is desirable

**The Legal Stuff:**

Technical Systems Group, Inc. conducts business with government entities that requires a security background check with fingerprints. To be considered, all hired personnel must be able to pass this form of security clearance.