Project Management Assistant

Reports to: Manager - Production & Planning

Scope of the position: The Project Management Assistant is the organization’s coordination expert on software projects. This role requires the ability to understand and coordinate the ever-evolving relationship between concurrent tasks spread out amongst several staff members.

Specifically, this individual will be involved in:
1) the fielding, organizing, quantifying and assigning of software tasks (a single task can have several subtasks)
2) tracking the delivery of each task
3) troubleshooting and reorganizing when tasks fall outside of scheduled timelines
4) alerting Management of conflicts, delivery slippage and options available to keep projects on track.

Daily activities within this role include (but are not limited to):
- Disseminate customer (internal and external) requests into clearly defined and documented programming priorities & related tasks (who, what, when, how much time is allotted)
- Manage Project / Software department work and quality metrics data gathering, and report generation
- Create, distribute, and maintain work requests revising as appropriate to meet changing needs and requirements
- Review deliverables prepared by team for requirements compliance, before delivery to the client
- Coordinate all deliverables with Team Eagle Project Coordinators
- Progress reporting to Project team members and to Management including flagging resource conflicts well in advance, so corrective action can be taken
- Release configured products to SW developers, and storage of production software using Configuration Control methods
- Respond to customer telephone and e-mail support requests, and direct requests to appropriate person in the department
- Assist Developers and Project Coordinators with creation of software documentation

Experience required:
- Project Management Support (2+ years)
- Previous software development, test, and delivery process experience
- Effective use of Project Management software tools for resource & time management
- Understanding of project dependencies and critical path
- Communications excellence
- Strong organizational skills
- Diligent telephone and e-mail customer support strategies

Skills desired:
- Results orientated
- Proficient in all MS-Office tools
Methodical & logical approach to planning
Positive and enthusiastic attitude
Ability to work on a team or individually
Confidence in ability
Flexible style & desire for continuous learning
Bilingual would be an asset

Education:
- Post Secondary education in Business Administration
- Project Management courses (asset/not mandatory)
- Software Configuration Management certificate(s) (asset/not mandatory)

Salary Range: To be determined.

Location: Campbellford Head Office (Belleville area)

Anticipated Start date: September 2011

Please reply in confidence to: careers@team-eagle.ca