

Senior Project Manager, Professional Services

Department: Professional Services / Services Delivery (PMO) **Reports to:** VP, Professional Services PMO **Location:** Onsite **Employment Type:** Contract

Position Summary

The Senior Project Manager, Professional Services is the recognized delivery authority on our most complex, high-value client engagements — multi-workstream technology transformations spanning cloud, infrastructure, modern workplace, security, and data. Working alongside solution architects, consultants, and technical engineers, the Senior PM owns the full project lifecycle from kickoff to close, ensuring engagements are delivered on time, on budget, and to a level of quality that earns repeat business.

This role goes beyond running a single project. The Senior PM manages a portfolio of concurrent engagements, contributes to delivery methodology and PMO maturity, and partners with Sales and Pre-Sales to provide updates and net new Project Change Request. Success is measured by client satisfaction (CSAT/NPS), project margin, on-time delivery, and contribution to services revenue growth.

Key Responsibilities

Project & Portfolio Delivery

- Own end-to-end delivery of a portfolio of concurrent professional services engagements — typically time-and-materials, fixed-fee, or hybrid commercial models — across technologies such as Microsoft 365 / Azure, AWS, Google Cloud, Cisco, and adjacent infrastructure and security platforms.
- Develop project charters, work breakdown structures (WBS), schedules, RACI matrices, communication plans, and risk registers; maintain full clarity on scope, dependencies, and critical path throughout execution.
- Govern budget, timeline, scope, risks, assumptions, issues, and dependencies (RAID); proactively report status, financial health, and forecast to internal leadership and client stakeholders.
- Lead multi-vendor engagements, coordinating internal engineers, third-party partners, and client resources toward unified delivery outcomes.
- Develop Trusted Advisor relationship with Client, Sales

Client & Stakeholder Leadership

- Serve as the primary delivery point of contact for client sponsors, IT leadership, and project stakeholders — including C-suite executives on enterprise engagements.
- Run kickoff meetings, steering committees, and executive status reviews; translate technical progress into business outcomes for non-technical audiences.
- Build trusted-advisor relationships that surface follow-on opportunities and protect the account against delivery escalations.

Financial & Commercial Management

- Manage project P&L: track revenue recognition, billable utilization, margin, change orders, and forecast variance against the approved Statement of Work (SOW).
- Drive timely invoicing, manage unbilled WIP, and partner with Finance and Account Management to resolve billing and revenue issues.
- Identify and execute change requests when scope evolves; protect both client value and project profitability.

Pre-Sales & Solutioning Support

- Partner with Sales, Solution Architects, and Pre-Sales on opportunity scoping, level-of-effort estimation, and SOW authorship.
- Conduct peer review of SOWs authored by other PMs for clarity, deliverability, and commercial viability.
- Contribute delivery insight that improves win rates and reduces post-sale scope disputes.

Team Leadership & PMO Maturity

- Mentor and coach Project Managers and Project Coordinators; provide constructive feedback, peer review, and informal training.
 - Lead post-engagement lessons-learned sessions and feed insights back into delivery methodology, templates, and playbooks.
 - Contribute to PMO maturity initiatives — methodology refinement, tooling improvements (PSA, project accounting, scheduling), and process standardization across geographies and practices.
 - Help triage and resolve delivery escalations across the broader PM team when called upon.
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Required Qualifications

- Bachelor's degree in Information Technology, Business, Engineering, or a related field — or equivalent combination of education and experience.
- **8+ years** of progressive project management experience, with **at least 4 years managing IT professional services engagements** for external clients (consulting, VAR/solutions integrator, MSP, or technology services environment).
- Demonstrated success leading multi-workstream engagements with budgets of **\$500K+** and project teams of 5+ technical resources.
- Active **PMP certification** (or PRINCE2 Practitioner equivalent). Scrum Master / SAFe certification is an asset.
- Working fluency in waterfall, agile, and hybrid delivery methodologies; able to choose and tailor the right approach for each engagement.
- Strong commercial acumen — comfortable owning project financials, reading utilization and margin reports, and managing change orders.
- Demonstrated ability to manage third-party vendors and subcontractors as part of a unified delivery team.
- Excellent written and verbal communication skills, with proven ability to present to executive and C-suite audiences.

Preferred Qualifications

- Experience delivering engagements across **two or more** of the following technology domains: Microsoft 365 / Azure, AWS, Google Cloud, Cisco networking & collaboration, modern workplace, cybersecurity, data & AI, or end-user computing.
- Familiarity with **ITIL** practices (change, problem, release management) and how they intersect with project delivery.
- Hands-on experience with PSA tools (e.g., Kantata / Mavenlink, OpenAir, Certinia, Kimble), MS Project, Smartsheet, Jira, and ServiceNow.
- Experience operating within a matrixed organization across multiple time zones or geographies.

Core Competencies

Competency	What it looks like in this role
Client focus	Anticipates client needs, manages expectations proactively, and earns trust through transparent communication — especially when delivering difficult news.
Ownership & accountability	Treats project margin, CSAT, and timeline as personal commitments; escalates early and owns outcomes.
Executive presence	Holds the room with senior client stakeholders; communicates concisely and confidently in writing and live forums.

Competency	What it looks like in this role
Risk leadership	Identifies risks before they become issues; builds mitigation plans and drives them to closure.
Cross-functional collaboration	Works effectively across Sales, Pre-Sales, Engineering, Finance, and Legal to remove blockers and keep delivery moving.
Coaching mindset	Lifts the capability of less experienced PMs through informal mentoring, peer review, and knowledge sharing as directed by the VP

Success Metrics (First 12 Months)

- **Client Satisfaction:** Average CSAT $\geq 4.5 / 5$ across managed engagements; zero red-status escalations reaching VP level.
 - **Delivery Performance:** $\geq 90\%$ of projects delivered within approved scope, schedule, and budget tolerances.
 - **Financial Performance:** Portfolio gross margin meets or exceeds practice target; unbilled WIP held within policy thresholds.
 - **Growth Contribution:** Identifies and supports conversion of follow-on opportunities representing measurable services revenue.
 - **PMO Contribution:** Delivers at least one tangible improvement to delivery methodology, templates, or tooling.
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Working Conditions

- Onsite
 - Primarily EST/CST Time-zone, available multi-time zone coverage on awarded work
 - Reliable high-speed internet and a dedicated home workspace required for remote workdays.
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Send applications to: deanna.christiansen@outlook.com