



# Project Manager

## Job Description

### **Role Summary**

The Project Manager will work with clients to keep technical projects on track, updated and well understood by all team members and perform technical services. The position provides the opportunity to work on various projects and with multiple subject matter experts in various levels of management. The Project Manager must have a strong technical project management background.

The Project Manager is responsible for working with the CyberTech teams at multiple levels in order to identify and align business and IT objectives, assist in discovering security or operational pain points, communicate recommendations, organize meetings, and recognize current and future IT security project needs.

### **Responsibilities:**

- Manage the entire life cycle of projects from initiation to closure
- Establish a plan for assigned projects, including management of tasks, deliverable, risks, resources and issues
- Manage the entire lifecycle of change requests from initiation to closure
- Establish a plan for assigned change requests, including management of requests, request items, tasks, change and closure
- Conduct stakeholder meetings to solicit feedback, and set expectations
- Communicate issues or concerns to key internal and customer stakeholders
- Heavy involvement with reporting team to produce regular reports on the progress of projects and key performance indicators
- Provide customer service, including interacting with customers, answering customer inquiries, and effectively handling customer escalations
- Adhere to CyberTech's established project management methodologies



- Ensure documentation is up-to-date and well communicated

**Desired Skills and Experience:**

- 4 years' work experience in Project Management for a technology company
- Foundational understanding of technical concepts related to network and information security
- Remarkable customer service skills
- Strong leadership and motivational skills
- Strong oral and written communication skills
- Ability to write and edit clear and concise reports, meeting minutes, and documentation
- Superior organizational and data entry skills and the ability to manage numerous complex projects in parallel

The following will be considered an asset:

- PMP certification considered an asset
- Familiarity with cyber compliance
- Previous experience managing cyber security projects