



Hertzler Systems Inc.®

Turning Data into Knowledge

Job Description

Job title:	Technical Project Manager	Reports to:	V.P. of Business Development
Date of origin:	August 29, 2016	Date of last edit:	February 28, 2020
FSLB Category:	Salary	Department:	Sales

Overview

This position will appeal to individuals who enjoy collaboratively solving problems, have a knack for technology, and are energetic and outgoing. The Technical Project Manager will provide leadership during our client Design Process as part of the Sales Team, create Statement of Work documents for software deployment projects, and deliver project management support for the services department. Some travel is required.

Skills needed for Technical Project Management

- Demonstrated verbal and written communication skills
- Willingness and capacity to learn rapidly
- Excellent analytical and diagnostic skills
- Well-developed project management and organizational skills
- Proven track record in a team environment, yet able to function independently
- Critical thinking with a focus on manufacturing solutions powered by our software.
- Experienced with one or more of the following areas: networks, applications software, manufacturing, and databases

Job duties

- Active member of the Sales Team by
 - Providing technical support during conversations with customers
 - Addressing technical questions from customers
 - Visiting customer facilities to conduct Design Day services or sales calls with account managers
- Scoping out software deployment projects includes
 - Listening to the customer to uncover more complete details for projects and the value to be delivered
 - Writing the impact, deliverables, customer requirements, and critical to success factors for projects
 - Describing project tasks and deliverables to ensure Hertzler capabilities match the customer needs and expectations
- Project Management with the Implementation Specialists
 - Coordinating Hertzler resources with the customer to ensure successful delivery of the project.
 - Participating in Project Handoff meetings, Project Update Meetings and Post Project Wrap Up meetings
 - Responding to Hertzler and customer needs during project deployment
 - Writing Change Control Documents when the scope of the project changes
- Other duties as required

Success looks like

- Building relationships and helping clients envision sustainable solutions using our software that deliver a strong return on investment.
- Being an integral member of the Sales and Marketing Team.
- Getting details right. We deal with corporate customers and their buying processes where accuracy is vital.
- Skillfully communicating via phone or video conferences, written and e-mail.
- Engaging current clients to meet their needs, whatever those may be (checkups, eLearning, etc.).

Company Culture and Management style

- Our Values
 - Make customers wildly successful
 - Embrace and lead change
 - Build strength on strength
 - Work hard, have fun
 - Be direct, honest, & consistent
 - Be humble
- Hertzler Systems culture and management approach is influenced by Dynamic Governance (Sociocracy), which operates using three basic tenets: equivalence, transparency, and effectiveness. All employees are involved in teams where the work of Dynamic Governance happens.
- Hertzler team members actively participate in collaborative decision-making on matters they have a stake in.

Salary & Benefits

Hertzler Systems Inc. offers a competitive compensation and benefits package.

Reason Needed / Justification

Hertzler delivers solutions to business problems. We need to help our customer uncover the business driver and deliver a solution that will address the problem, creating an impact beyond a simple software installation. As our team is growing, we need additional support to be able to design and deliver these solutions within the customer's time frame.

Hertzler Systems reserves the right to modify, interpret, or apply this job description as appropriate in its business judgment. This job description does not mean that these are the only duties, including essential duties, to be performed by the employee occupying this position. Employees will be required to perform any other functions or duties assigned to them by management. This job description is not an employment contract, implied or otherwise. The employment relationship remains "At-Will".