



Job Posting

Location: Kirkland

Job title: Senior Implementation Engineer (Project Manager) - Enterprise Services

Reports To: Director of Implementation

Type of Position:
Full-time

Salary: DOE

Posting Period:
Until filled

Purpose of Position:

The Senior Implementation Engineer (project manager) plays a vital role in ensuring quality and timely deliveries of our complex and large fiber solutions. Products and services included are; dark fiber, Dedicated Internet Access, Point to Point and Point to Multi-point circuits. This position is responsible for customer relationship management, scoping of SOWs, schedules, and costs, allocation of resources, management of budgets and consulting with other delivery managers on issues.

Responsibilities include:

- This is an end to end Project Management position that will manage all aspects of Wholesale, Cellular Backhaul, and Large-Complex Projects. He/she will be the customer's single point of contact throughout the process and be responsible for providing consistent customer and internal deliverables.
- Primary interface for customer, providing regular updates, status, and changes.
- Coordinates the project details with all stakeholder, internal and external, which may include the following; Sales, Construction Managers, Permit Technicians, Splicer's, IP Engineering, NOC, Billing, Business Solutions, and external.
- Monitor project status against the plan, identifying and managing variances via the project governance structure. Proactively monitor project progress and implement mechanisms, such as change control, to keep the project on track.
- Responsible for reporting the project cost and scope variances as identified by Project team estimates versus actuals for the duration of the project.
- Plan and track multiple projects, resource planning and allocation, task delegation to accomplish project goals and objectives, ensure timely resolution of issues, using escalation as necessary, creation of ongoing status and evaluation reports, and report on team member performance.
- Lead and/or attend regularly scheduled steering committee and status meetings throughout the project life cycle. Document and report project status against established objectives, milestones, budget and resources. Facilitate closure of issues that cannot be resolved by project teams.
- Ensures all aspects of the fiber build conforms to the quality control guidelines (includes compliance with requirements outlined in applicable regulations such as: OSHA, FCC, and NEC, etc ; as well as following procedures as outlined in the Installation, Technical, Operations, and Safety Manuals, and Employee Handbook)
- Responsible for the internal closeout of the project, which may include; coordinating with Billing to ensure the customer's bill is successfully activated with the products and services they have ordered, working with the

Construction Managers ensuring all documentation is recorded in our fiber asset management system and ensuring NOC has the technical contact information and engineering package from the field.

- Responsible for quality close out with customer, which may include formal documentation.
- Mentors Implementation Engineers on project management skills and assists in resolving escalated issues.
- Promotes all Company services.
- Perform other duties as assigned.

Qualifications:

- Bachelor's degree -OR- 4+ years' professional work experience.
- 5+ years' direct customer service experience.
- Certified Associate in Project Management (CAPM, PMP) or compatible Project Management Training.
- Previous experience in telecommunications Project Management.
- Demonstrated planning skills and a proven ability to lead teams in a multi-project environment.
- Effective Communicator.
- Excellent Organizational and Planning Skills.
- Strong Computer Skills (RT, Sugar, Outlook, Word, Excel, Visio, MS Project, Access, Power Point, Adobe, Mapping Tools, Google Earth).
- Working Knowledge of enterprise data networks including routers and switches
- Ability to adhere to Local, Federal regulations and Company policies.
- Ability to drive Company vehicle in a safe and responsible manner.
- Valid driver's license.
- Satisfactory driving record.
- Auto insurance.
- Some work may be performed near power lines and electricity.
- Must be able to travel up to 10%.

Diverse Workforce / EEO:

WaveDivision Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, employment, and education verification as conditions of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply:

Candidates may submit a cover letter and resume to hrmgr@wavebroadband.com