

## **Project Manager – Technical Services**

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### **About Uplogix**

Uplogix develops next-generation remote management solutions that deliver virtual management capabilities throughout distributed enterprise networks. The solution consists of management appliances (Envoys), deployed in datacenters and remote office locations, which are connected directly to servers and network devices. The Envoys are managed via a central management station (EMS) allowing network operations personnel the ability to monitor and manage the entire WAN.

### **Job Description**

The technical services group is looking for exceptional people to help us grow our team and take our company to the next level. We are looking for unique individuals with a blend of people, business and analytical skills. As a Project Manager on the services team you will be responsible for the success of customer implementations and deployments.

The ideal candidate will be tactical by nature and have a diverse set of skills. They will be expected to function in multiple roles, ranging from client management to software configuration. Our project managers must be technical enough to understand our solutions and troubleshoot client issues. This is an excellent opportunity for hands on project managers, as well as individuals transitioning from technical roles to project and account management.

### **Key Responsibilities**

- Success of customer implementations and deployments of Uplogix solutions
- Manage all aspects of the customer deployment
- Serve as primary Interface between clients and Uplogix, Inc.
- Develop and manage the project schedule and align it with internal development schedule
- Communicate project status to client stakeholders and Uplogix management
- Work with customers to understand their requirements, determine use cases and ensure the solution is aligned with them
- Work with the Uplogix product team to incorporate clients needs and requirements into the product roadmap
- Track and manage all customer issues and resolutions
- Track hours, expenses and manage the projects budget
- Develop, present and gain agreement for all statements of work
- Create reusable processes for future deployments

### **Qualifications**

- A minimum of 3-5 years Experience with enterprise deployments of either software or hardware
- Excellent communication skills both verbal and written
- Strong analytical and troubleshooting skills
- Motivated self starter with a strong work ethic
- Detail oriented and able to manage multiple priorities simultaneously



- Strong presentation skills with the ability to effectively communicate to diverse audiences
- Comfortable interacting with senior management and executives
- Experience writing requirements or use cases
- Available for travel to customer site as needed

**Additional Information**

Candidates must be authorized to work in the US as permanent residents. We are not offering relocation or sponsorship.

Please send your resume to [careers@uplogix.com](mailto:careers@uplogix.com) or fax to 512.857.7002. No phone calls please.