

# **PROGRAM MANAGER**

## **Company Overview**

Roku Management Consulting (RMC) is a premier consulting and general contracting firm specializing in personnel, professional, and information technology services. Founded by a service-disabled veteran with a mission to create opportunities and provide exceptional customer service, RMC has rapidly grown, securing several federal contracts within three years.

## **Job description**

Our team is seeking an experienced Program Manager to join our team in supporting a federal client. The Program Manager will manage and oversee the delivery and operations of one or more IT support services contracts.

1. Lead and mentor a team of support staff, providing guidance, training, and performance evaluations.
2. Allocate resources effectively to meet service demands, including staffing, equipment, and software tools.
3. Monitor and enforce SLAs, ensuring that services meet or exceed agreed-upon performance metrics.
4. Manage multiple contract operations, ensuring quality standards and work performance on all task orders and projects.
5. Identify areas for process improvement and implement solutions to enhance the efficiency and effectiveness of operations.
6. Ensure compliance with federal regulations, security protocols, and industry standards.
7. Generate regular reports on performance, including key metrics, trends, and areas for improvement.
8. Ensure client senior-level management is aware of overall program status, including all relevant projects and their potential impact on higher-level organizational strategic vision. This may include subject matter and unique technical knowledge.
9. Deliver key program deliverables, including workflow diagrams, standard operating procedures (SOPs), and daily/weekly/monthly performance reports.
10. May be required to supervise and/or mentor team members.
11. Perform other duties as assigned

## **Required Qualifications:**

- Thorough knowledge of and experience with customer service practices and client relationship management.
- Demonstrated knowledge and experience with IT project management and IT operations, specifically in the areas of IT Service Desk and PC deployment.
- Strong understanding of federal regulations and compliance requirements.

- Excellent leadership and team-building skills, with the ability to motivate and inspire staff to achieve goals.
- Exceptional communication and interpersonal abilities, with the capacity to interact effectively with stakeholders at all levels.
- Experience with budget management and resource allocation. All personnel must be proficient in the use of software packages such as Microsoft Word, Excel, and PowerPoint
- **PREFERRED:** The candidate shall have an active Secret security clearance at the time of hire and throughout the life of the contract.

**Requirements:**

Minimum Seven (7) years of experience in providing oversight and executive-level management to multiple projects/tasks and managing relationships with senior-level management within the client organization.

1. Bachelor's degree.
2. ITIL Foundations or higher certification
3. Project Management Professional (PMP) certification
4. Authorization to work in the United States.
5. Ability to obtain and maintain a security clearance.
6. Ability to work on-site as required.

**Desired:**

Master's degree or other advanced degree.

**Benefits**

- Employer-provided paid Medical / Dental / Vision insurance.
- PTO
- 11 Federal Holidays