



JOB DESCRIPTION

Job Title: Program Manager
Location: Southeastern US

Reports to: VP, Director Consulting
FLSA Status: Exempt

Program Manager

Responsible for oversight and management of multiple delivery activities culminating in meeting or exceeding our clients' expectations and desired outcomes.

Responsibilities:

Responsible for oversight and management of multiple delivery activities. Including:

- Data gathering and writing of Requirements and Specifications Documents in conjunction with technical resources
- Management of pilot and project implementations at client locations
- Facilitation of client, internal, and system integration personnel to successfully achieve the objectives and outcomes of each project
- Generation of outcomes decimation for use in reference material and testimonials
- Development of trusted advisor status through ongoing assistance to clients

Minimum job requirements

- Degree in Engineering, IT, Manufacturing or equivalent work experience
- Minimum 10 years experience in manufacturing
- Demonstrated experience in understanding processes, business needs, and technical analysis of data flow on the manufacturing floor.
- Domain expertise in Operational Efficiency (OEE), Quality (SPC/SQC), or Production Optimization is a plus
- Demonstrated capability and experience in developing Requirements, Design, and Technical Specification documents
- Capability to develop and manage to business process standards that sustain excellence in operational efficiency and client satisfaction
- Excellent interpersonal skills and ability to engage at all levels of the client organization and across technical and business boundaries
- Ability to capture and synthesize broadly defined client needs into clear opportunities for action through analytical questioning
- Excellent organizational and follow up skills
- Self-starter who has demonstrated taking initiative to engage and resolve obstacles to success



- Develop and maintain a thorough knowledge of company's products, pricing practices, and selling skills.
- Observe the high quality of InSource Solutions ethical standards in presentations, proposals, and overall representation of the company.
- Track expenses and submit reports monthly.
- Willing to travel domestically and work interdependently in a remote setting (managed at about 50% overnight)
- Other job duties as requested.

Technical Requirements:

- PMP or CPM certified or working toward a certification in project management
- Minimum 5 years experience managing process control, process engineering, data management, or business/manufacturing intelligence projects
- Experience in projects with relational database design/implementation
- Background experience using SCADA/HMI datasources

Supervisory Responsibility: none direct; may oversee people and projects or portions of projects at times.

Work Conditions: General office or home office environment and customer manufacturing site visits. May require standing, walking, climbing stairs, light lifting, sitting, etc. Some elevated noise levels exposure. Travel, including overnight travel is required—typically 50+%.