



JOB DESCRIPTION

Job Title: Project & Services Coordinator
Location: Davidson, NC or home office
Job Grade:

Reports to: VP Client Success & Services
Department: Client Success & Services
FLSA Status: Exempt

Summary Job Description

InSource delivers technology solutions projects across multiple clients, technologies, and industries. All projects require diligence and consistency as they are setup for successful execution. Those projects that do not have full time project managers demand careful administration to ensure an outstanding client experience and efficiency. The Project & Services Coordinator will be responsible for coordinating dates with the clients, internal resources, and proper project setup to ensure mutual success. Additionally, our technical team needs a reliable team member to help maintain effective use of our virtual infrastructure and other resources. This position will require attention to detail, excellent interpersonal skills, and a desire to develop a broad technical skillset.

Essential job functions

- Work interdependently with project resources and teams (internal and/or client) to setup and administer projects
- Engage clients and internal resources (Sales, Client Services, Delivery) to ensure timely and effective handoff of projects from Sales to Delivery
- Work with Delivery Manager and Client Services to ensure services orders are invoiced per terms and project completion
- Engage clients and internal resources (Sales, Client Services, Delivery) to ensure timely and effective close out of projects and where applicable handoff to Client Success.
- Work with the Client Experience team to assemble results from Client Satisfaction surveys and follow up calls on completed projects
- Maintain Services Resource schedule
- Work with Delivery Manager and Business Development to facilitate estimating and proposal generation
- Maintain performance reporting for service activities
- Provide oversight of our VMWare Virtual Environment and coach internal resources to adopt and maximize its value
- Provide oversight of our MindTouch asset publication and content curation
- Once sufficient skill is achieved with products, the role could provide product training and technical support



Minimum job requirements

- **Education:**
 - Bachelor's Degree in Computer Science or Engineering disciplines or equivalent demonstrable skill acquisition combined with work experience
- **Experience**
 - 2-5 years with direct experience in the skills listed below
- **Recent Experience/Skills:**
 - Basic project management experience
 - Experience with Windows Server platforms
 - Familiarity with virtual machine technology (I.E. VMWare)
 - Demonstrated Analytical, critical thinking and troubleshooting skills
- **Preferred Skills:**
 - Experience with MindTouch or similar Enterprise Content Management applications
 - Experience with AVEVA (Wonderware & OSISoft) products which may include InTouch, Edge, Historian, PI
 - Experience with Relational Databases design/implementation experience providing database served reporting and analytics in Windows environments
 - Familiarity with manufacturing / industrial environments
- **Other:**
 - Detail oriented with strong organizational and follow up/through skills
 - Proven analytical skills
 - Excellent interpersonal / communications skills
 - Self-Starter desiring to learn and be challenged technically and in understanding product/process applications to the client production environment
 - Proven success in taking initiative to plan for and resolve issues

Supervisory Responsibility

None

Work Conditions

General office or home office environment. May require standing, walking, climbing stairs, light lifting, sitting, etc. Some elevated noise levels exposure.

Finally

Qualified candidates please send your resumes to hr@insourcess.com along with a "What Motivates Me" statement, and any pertinent information you feel necessary to support your application.