



## **Job Specification Profile.**

**Job Title: Project & Services Coordinator**

**Date: August 2021**

### **Summary**

Working as a Project and Services Coordinator you will be responsible for the Project Coordination and their respective delivery outcomes for both scheduling applications in the delivery of a professional, customer focused Project Coordination duties.

Project Coordination will be overseen by your Direct Line Manager the Service Delivery Manager.

As a Project Co-coordinator/Technical Administrator, you'll be working closely with MPS Clients, Project Managers and Account Managers to ensure Projects are handled methodically and delivered to client's requirements.

### **Primary Duties and Responsibilities:**

- Working in-line with our existing Sales Order Process and creating central document management relating to projects.
- Develop, implement and maintain a culture of continuous improvement around project coordination, processes, tools, standards, and overall performance of support provided by the team with direct support from Service Delivery Manager.
- Working with the Voice and Data Technicians to help deliver, install and support converged IP telephony and Data Connectivity solutions.
- Working with the Logistics Team to ensure all goods are ordered, delivered and checked in readiness for Project.
- Placing of Data Connectivity orders on chosen partners, to work with the Data Team for Technical validation and design of Network Topology documentation.
- Introductions and welcome emails sent to clients on Project acceptance. Update of Project documentation and weekly tracker updates.
- A range of project planning and reporting activities, helping ensure projects are delivered on time, within set quality parameters and to agreed timescales.
- Creation of Job-sheets for clients orders received relating to new and on-going projects.
- Creating Customer Accounts and Sites within our Service Management CRM Tools and ensuring all relevant SOP paperwork and Job-sheets are attached to relevant cases for clients.
- Acting as the point of contact for clients, Account Managers and External Project Managers.
- Completion of Technical Admin Paperwork for projects, such as Project Information Documentation.
- Ensuring all project activity is fully scoped, properly defined and a plan in place.
- Production of accurate work requests; completion and scheduling of fit and test on connectivity orders.
- Ensuring adequate levels of project governance are in place.
- Ensuring project activity is handed into service in an acceptable manner.
- Writing articulate and accurate quotations and proposals.
- Working with the wider team to deliver solutions and resolve service problems.
- Production of project status reports / regular updates



### **Primary Duties and Responsibilities:**

- Attendance of Weekly Internal Project Meetings with members of the Team. Documenting and following up on important actions and decisions from meetings.
- Regularly networking with clients to build the relationship.
- Maintain and update all MPS Project documentation, Weekly trackers, liaison with clients and MPS Sales Team for successful delivery of Projects.
- Work with Accounts Team for billing queries on Data Services, Cessation of services and allocate/delegate cessations to colleagues.
- Provisioning of SIP and STCM products.
- Provisioning and managing customer orders for PSTN, ISDN and SIP connectivity using our internal and supplier`s portals to enable setting up telecommunication products and services from start to finish.
- Provision all network orders via our supplier`s on-line portals.
- Provision of NGN Numbers for Clients and associated services such as Cloud Based IVR Platforms
- CPS provisioning and like for like transfers.
- Scheduling and completion of Number porting with partners.
- Demonstrate the ability to work under pressure and to tight deadlines.
- The use of own initiative working alongside Team colleagues with design and implementation of new documentation and processes to support department, these are to be discussed with SDM for approval prior to being released to any member of the Team.
- Supporting Internal and external Field Based Engineers where required for delivery of projects.