



The Project Management Committee has defined the role, core competencies, and qualifications for project managers across the entry, professional, and senior career levels. These documents are meant to guide PSA owner companies in developing job descriptions and aid in the recruitment process.

If you have any questions, please contact the Project Management Committee by visiting <http://www.psasecurity.com/education/committees/project-management> or email PMCommittee@PSAsecurity.com

PROJECT COORDINATOR / ENTRY LEVEL

POSITION SUMMARY / ROLE

- Serves as the company's on site representative.
- Works under direction of a Project Manager (PM).
- Assists in the planning, organization, logistics, quality assurance, commissioning, and close out of a portfolio of assigned projects.
- Directs the activities of installation labor and sub-contractors, and confirms all work is completed according to customer standards and guidelines.
- Collects data and submits reports regarding rough-in, equipment delivery, installation progress, change orders, schedule deviations, and any other activity that impacts the delivery of our systems.
- Works with project documents and reports to manage the project and assure profitability
- Supervises and coordinates all trades on the job site, ensuring quality installations and customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- In conjunction with the PM, plans, updates, and schedules engineering, installation, and subcontracting activities on assigned installed projects.
 - Maintains quality assurance program to continuously improve customer satisfaction.
 - Monitors job status and controls job costs.
 - Responsible for project close out.
 - Studies literature and attends seminars to keep current on products, processes and materials.
 - Manages small projects usually not more than 5 or 6 at a time and not more than 4 technicians
 - Manages add on to existing systems for existing customers
 - Accountable for project results along with project sponsor
 - In conjunction with the PM, performs the following PM processes:
 - Project initiation
 - Planning
 - Execution, control
 - Validation
 - Closeout
- In conjunction with the PM, produces the following project outputs:
- Project schedule
 - Project objectives
 - Stakeholder/contact list
 - Status reports
 - Field change orders
 - Any other project documentation required by any stakeholder

CORE COMPETENCIES

- Good time management and people skills
- Technical skills to understand technical project requirements, systems being installed
- Good communication skills to clearly communicate expectations to stakeholders
- Strong organizational skills to effectively manage all aspects of the PM process (see below)
- Problem solving
- Customer service
- Team work
- Organization support
- Adaptability
- Attendance/punctuality
- Dependability
- Initiative
- Planning/organizing
- Professionalism

QUALIFICATIONS

- Associates degree in a technical field. A Bachelors degree in a technical field is desirable.
- Minimum of 5 years experience in the installation and service of electronic security systems.
- Ability to delegate to project lead technicians/on site technicians
- Understand project budgeting and in incorporate that into status reports
- Good subcontracting and people management skills required.
- Strong knowledge of security concepts and security service.
- The ability to read and interpret documents such as blue prints, engineering drawings, electrical schematics, project specifications, safety rules, operating and maintenance instructions, and procedures manuals.
- The ability to write proposals, routine reports, and correspondence is mandatory.
- Ability to speak effectively before groups of customers or employees of the organization.
- Ability to accurately and effectively apply math skills in estimating and accounting functions.
- Ability to interpret accounting reports, financial statements, and to track processes.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of written, oral, or graphic instructions.
- Proficiency in the use of MS Office Suite. Use of MS Visio and MS Project software is desired by not required.

CERTIFICATES AND LICENSES

Any certifications or licenses required by the state in which the work is performed.

SUPERVISORY DUTIES

Supervises technicians, installers, and subcontractors.

PHYSICAL DEMANDS

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to walk, sit, climb or balance and stoop, kneel, crouch, or crawl.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

PROJECT MANAGER / PROFESSIONAL LEVEL

POSITION SUMMARY / ROLE

- Plans, organizes, directs, and controls project activities required for effective management of electronic security installation projects.
- Coordinate, implement and finalize projects according to the specifications and deadlines, all while keeping the project within budget.
- Supervises installation labor and sub-contractors.
- Estimates and prices job costs.
- Defines project problems by working with financial, contract management and other management tools to assure project profitability.
- Responsible for training and development of assigned employees.
- Responsible for the quality of installation and customer satisfaction.
- Any and all other job responsibilities as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages small medium or large projects
- Typically has 10 to 20 projects of various sizes in progress
- Manages 6 to 8 technicians
- Plans and schedules engineering, installation, and subcontracting activities on large and or complex systems or service installed jobs.
- Works continuously to improve customer satisfaction.
- Monitors job status and controls job costs.
- Studies literature and attends seminars to keep current in products, processes and materials.
- Remains up to date with company policies, procedures and products.
- Remains up to date on industry standards and technological developments.
- Manages the following processes:
 - Project initiation
 - Planning
 - Execution, control
 - Validation
 - Closeout
- Produces the following project outputs:
 - Project schedule
 - Project objectives
 - Stakeholder/contact list
 - Status reports
 - Change order
 - Any other project documentation required by any stakeholder

CORE COMPETENCIES

- Ability to make decisions based on previous experiences
- Multitask

- Understands systems being installed and what can/cannot be done from a system functionality
- Understands construction projects and how to work with other trades
- Good understanding of networks and can discuss at a low level and when to bring technical backup to the conversation
- Problem solving
- Customer service
- Ability to organize, lead and delegate teams
- Team work
- Organization support
- Adaptability
- Attendance/punctuality
- Dependability
- Initiative
- Planning/organizing
- Professionalism

QUALIFICATIONS

- Associates degree or Bachelor degree in a technical capacity is desirable.
- Minimum five years experience in the project management and installation of electronic security systems.
- Strong knowledge of engineering fundamentals and security concepts and operations.
- Skilled in managing subcontractors.
- Must have an understanding of job financial reports and have the ability to contain costs in handling of large projects.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence.
- Ability to speak effectively one-on-one or before groups of customers or employees of organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Knowledge of Microsoft Office package applications and scheduling software.

CERTIFICATES AND LICENSES

Any certifications or licenses required by the state in which the work is performed. Project Management Certification is desired.

SUPERVISORY DUTIES

Supervises installers, technicians and oversees subcontractors.

PHYSICAL DEMANDS

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to walk, sit, climb or balance and stoop, kneel, crouch, or crawl.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

PROJECT MANAGER / SENIOR LEVEL

POSITION SUMMARY / ROLE

- Plans, organizes, directs, and controls project activities required for effective management of electronic security installation projects.
- Coordinate, implement and finalize projects according to the specifications and deadlines, all while keeping the project within budget.
- Supervises installation labor and sub-contractors.
- Estimates and prices job costs.
- Defines project problems by working with financial, contract management and other management tools to assure project profitability.
- Responsible for training and development of employees.
- Responsible for the quality of installation and customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages small, medium, or large projects.
- Ability to manage 20+ projects of various sizes in progress.
- Ability to manage 8+ direct reports.
- Plans and schedules engineering, installation, and subcontracting activities on large and or complex systems or service installed jobs.
- Responsible for customer satisfaction.
- Responsible for job costs and financial performance.
- Studies literature and attends seminars to keep current in products, processes and materials.
- Remains up to date with company policies, procedures and products.
- Remains up to date on industry standards and technological developments.
- Manages the following processes:
 - Project initiation
 - Planning
 - Execution, control
 - Validation
 - Closeout
- Manages project outputs, such as:
 - Project schedule
 - Project objectives
 - Stakeholder/contact list
 - Status reports
 - Change order
 - Any other project documentation required by any stakeholder

CORE COMPETENCIES

- Ability to make decisions based on previous experiences
- Multitask

- Understands systems being installed and what can/cannot be done from a system functionality
- Understands construction projects and how to work with other trades
- Good understanding of networks and can discuss at a low level and when to bring technical backup to the conversation
- Problem solving
- Customer service
- Ability to organize, lead, and delegate teams
- Adaptability
- Attendance/punctuality
- Dependability
- Initiative
- Planning/organizing
- Professionalism

QUALIFICATIONS

- Associates degree or Bachelor degree in a technical capacity is desirable.
- Over five years experience in the project management and installation of electronic security systems.
- Strong knowledge of engineering fundamentals and security concepts and operations.
- Skilled in managing subcontractors.
- Must have an understanding of job financial reports and have the ability to contain costs in handling of large projects.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence.
- Ability to speak effectively one-on-one or before groups of customers or employees of organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
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