



## Project Support Specialist

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**Department:** Network Engineering

**Location:** Anchorage

**FLSA:** Exempt

**Reports To:** Chief Technology Officer

**Approved By:** Jens Laipenieks

**Revision Date:** 1/31/2023

**Effective Date:** 1/31/2023

### Position Description

The Project Support Specialist will serve as a project manager for ASTAC corporate projects as well as assisting ASTAC Broadband ISP project managers. The ideal applicant will have a background in project management supporting telecommunications installations and/or information systems integrations. The project support specialist will work under general oversight by the project managers and the ASTAC systems users' group. This role will be accountable in part to the lead project managers needs and timelines including management of sub projects as well as general assistance as necessary. The assigned projects are expected to run autonomously with limited direction. This position also supports ASTAC in improving how it conducts necessary functions and activities to reduce costs, provide efficient use of resources and enhance the customer experience.

### Principle Accountabilities

- Provide direction and support to project team
- Manage and report on project budgets
- Plan and schedule project timelines
- Track project deliverables using appropriate tools
- Present reports defining project progress, problems, and solutions
- Implement and manage project changes and interventions to achieve project outputs
- Understand ASTAC's enterprise applications, their features, and capabilities, and how they are linked to form the technology infrastructure
- Proactively work with external technical support to troubleshoot reported issues, maintain defect reports, and escalate as necessary to achieve business needs
- Improve existing systems and develop processes by understanding current practices and designing modifications



- Perform in a project management role to implement application changes, upgrades, and new enhancements
- Maintain quality assurance
- Constantly monitor and report on progress of the project to all stakeholders
- Provide training and demonstration of new system functionality prior to upgrades; assist with updates to process documentation resulting from system upgrades
- Ensure the user documentation sufficiently describes work instructions and operating procedures
- Attend vendor conferences and participate in user groups to drive the direction of ASTAC's enterprise applications and stay abreast of new technology directions.
- Continue to develop professionally through professional association memberships, certifications, and training resources, including books, webinars, online communities, online libraries, online and traditional classroom training and conferences
- Other projects and duties as assigned

#### **Knowledge, Skills, and Abilities**

- Work independently in complex situations and tasks.
- Excellent communications skills (both verbal and written) and the ability to interact professionally with a diverse group of people, including, business partners, users, vendors, customers, managers, and executives.
- Strong listening and analytical skills are required to determine project needs and requirements.
- Strong facilitation skills are required in a remote workforce environment
- This position requires experience researching, developing, and implementing emerging technologies in existing systems and frameworks
- Excellent organizational skills allowing to manage multiple projects simultaneously.
- Exhibits intellectual curiosity and the ability to questions users
- Valid Driver's License.



## Education and Experience Required

- PMP certification preferred
- Bachelor's degree in business, information technology, or related field. College coursework, job related certifications, and/or work experience may be substituted for a degree.
- Telecommunications industry experience is preferred.
- 2+ years of experience working in a project management role

## Acknowledgment

*I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgment below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations. I also agree that my Manager, the General Manager, and the Board of Directors retain the right to change this Position Guide at any time.*

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Employee

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Supervisor

**Note:** This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.