



**Astea International** is a premier global provider of Service Lifecycle Management solutions for companies that market, sell, service and support equipment. For **nearly 40 years**, Astea has been helping more than 600 companies achieve new levels of service excellence. We are currently seeking talented individuals with an entrepreneurial, hands-on spirit to help take our company to the next level.

Because of continued growth we are currently hiring for a **Project/Account Manager** in our **Horsham, PA** office.

**Job Title:** Project/Account Manager  
**Reports to:** VP Service Delivery

**Position Summary:**

Project Manager will be responsible for managing the relationships and project specific activities for their assigned customers. The Project Manager plans, schedules and controls project activities related to successful enterprise implementations applying technical and managerial skills to satisfy project requirements, while building positive professional relationships with customers and team. In addition to having strong Project management skills, candidates should be experienced managing large-scale projects while maintaining budget guidelines and must have excellent verbal and written communication skills.

**Essential Duties & Responsibilities:**

*Project Management Oriented:*

- Manage projects for assigned customers in an effective and professional manner.
- Manage multiple projects leveraging Agile Project Management techniques and prioritize tasks and resource assignments appropriately under dynamic conditions
- Direct and coordinate activities of project personnel to ensure project progresses on schedule and within budget while providing leadership and motivation to project team members to maximize team productivity.
- Adopt and adhere to fundamental project management duties such as: creation and update of project documentation, project plans project work statements, resource plan and scheduling in matrix staffing model.
- Manage project issues, decisions and risks, including escalation to sponsors.
- Prepare a variety of weekly, periodic and ad hoc reports for senior management, key project stakeholders and business groups as appropriate including; project status reports, and requirements documents.

*Account Management Oriented:*

- Develop long-term relationships with assigned clients, connecting with key business executives and stakeholders.
- Account Managers liaise between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to customer needs
- Become the face of the company to assigned customers and build credible collaborative relationships.
- Expand the business relationship with assigned customers to maximize and overall perception levels during project lifecycle
- Maintain awareness and a pulse of all competitive activities within assigned accounts and prevent attrition.
- Ability to manage and oversee vendor/contractor relationships including third party implementation teams as required for assigned engagement.
- Solicit feedback all suggestions for product and service improvements to senior staff.

**Essential Skills:**

- Excellent organizational and communication skills with a commitment to meeting deadlines and expectations while ensuring overall quality of delivery
- Excellent proficiency with MS Productivity tools (Excel, Word, Powerpoint, MS Sharepoint, MS Project).



- Experience managing Microsoft technology based implementations (ie. Visual Studio .NET, C#, VB, SQL Server, .NET Compact Framework, SQL Mobile, Windows Mobile)
- Possesses strong communication skills with ability to deliver presentations to small and larger teams regarding project methodology, status, or future plans.
- Ability to foster strong working relationships between project teams, customers, management and vendors

**Educational and Miscellaneous Qualifications:**

- Bachelor's degree (BS/BA) in business, MIS, software engineering, computer science or related field.
- 3 to 5 years' professional experience in Project Management/consulting capacity for large scale enterprise software development deployments.
- Technical Software development experience and PMP certification preferred.
- Willingness to travel to customer sites within US (occasionally 15-20% of time)

**Application Instructions**

To apply please submit resume/CV via LinkedIn posting, or email Human Resources at [careers@astea.com](mailto:careers@astea.com). No phone calls please!