**Trunking Project Manager**

Brooksource is seeking a Project Manager specialized in Trunking for our Fortune 100 Telecommunications client located in the south Charlotte area. The ideal candidate has 5-7 years of experience as both a Project Manager and Business Analyst with a telecommunications background and telephony expertise. You will be responsible for establishing SLOs for the trunking order lifecycle, creating trunking reports & dashboards, ensuring resolution of self-identified and user-reported gaps that the customer or end-user experience related to trunking, and more.

**Job Requirements:**

* 5-7 years’ experience as a Project Manager
* Experience as a Business Analyst or holding Business Analyst responsibilities
* Telecommunications experience required
* Knowledge of trunking
* Knowledge of Telephony (Unified Communications, call routing, PBX, PRI, SIP, and ordering TNs)
* Ability to complete order flows, take requirements, write reports, and collaborate with multiple business units
* Salesforce experience is a plus

**Day-to-Day Responsibilities:**

1. **Establish SLOs for the Trunking order lifecycle. (BA)**  
   *They will need to work with Sales Ops and Order Ops to go through work flows for each of the stages – Closed Won, Sale Complete, etc. – and negotiate what the SLO should be. Ops doesn’t like to be pinned down by an SLO so someone with good negotiation skills would do well here.*
2. **Create Trunking reports and dashboards, including exception reporting based on established SLOs. (BA)**  
   *They will be working with our reporting team so they won’t need any special skills like Tableau but Salesforce experience would be a huge plus so they could understand how orders work, how they flow and how the reporting works and is structured.*
3. **Monitor Trunking reports and dashboards to ensure compliance with published processes and to identify possible gaps and opportunities for improvement. (BA)**  
   *They will need to understand/learn the Trunking workflow and processes. Agents are in our bldg. so the person would be able to sit with them and get information but of course not at the moment so it would be great if they are already familiar with our teams/tools/processes (a longshot, I know).*
4. **Partner with Sales Operations and Order Operations to address Trunking order exceptions. (BA/PM)**  
   *This is currently done via a bi-weekly call for Unified Communications with the Operations team. It would probably need to be a weekly call starting out since it hasn’t been done before for Trunking.*
5. **Initiate the investigation and ensure resolution of self-identified and user-reported gaps that impact the customer or end-user experience related to Trunking. (PM)**  
   *This could be issues found via reporting or something reported by a user group. This person would need to work with various teams to determine the root cause then bring in the fix agent for resolution and ensure that it is resolved to everyone’s satisfaction.*
6. **Support other Trunking initiatives as required. (PM)**  
   *An example would be investigation for a solution for a non-standard solution Product wants to install. This person would need to verify with all of the impacted teams that it can be supported.*