

Technical Project Coordinator

Overview

Response Media is searching far and wide for a Technical Project Coordinator to join our talented Atlanta-based team. While this position may sound A LOT like a project manager (and you will be required to have project management experience), it is much more than that. This person will play a pivotal role in managing technical, cross-functional projects from start to finish (and all the steps in between). This person will work with other departments to facilitate technical projects in an efficient manner and ensure that all technical projects are completed and delivered in a comprehensive, accurate and timely fashion. This person must be uber-organized, have a knack for problem-solving, possess a self-starting work ethic, and have a desire to help make awesome things become a reality.

Role and Responsibilities

In this role, you will be responsible for managing technical projects from request to completion, while ensuring success as defined by adherence to our clients' scopes, budgets, and timelines, as well as agency processes

In this role, you must:

- Effectively prioritize and manage projects of various complexity, “bridging the gap” between client and internal teams to understand the problem to solve and represent those needs to the data, development and email tech teams who build solutions
- Act as liaison for technical team, work with client contacts, vendors, and internal teams to ensure projects are managed efficiently and communication is flowing effectively
- Lead the process of identifying and clarifying project requirements for clients, using interviews and workshops with external and internal stakeholders
- Determine and define deliverables, roles, and responsibilities for technical projects
- Develop comprehensive project plans that include requirements, project goals, timelines, and executable instructions with input and agreement from all stakeholders
- Actively track all assigned projects and keep department and project lead(s) updated on progress
- Know and understand project scopes and be able to identify potential out of scope issues before they arise
- Coordinate various team members, both internal and client side, during all project phases
- Help forecast and coordinate anticipated resource requirements
- Seek out solutions for any/all questions throughout project lifecycle

- Have a deep understanding of agency process; help to identify and make recommendations to improve processes, methodologies, and best practices for future technical projects

ATTRIBUTES FOR SUCCESS:

- Remain calm and stable under pressure; solutions focused and positive even when faced with difficult challenges.
- Exceptionally well organized; able to prioritize and multi-task; detail oriented.
- Meticulous about documentation and record-keeping.
- Superior writing and grammar skills.
- Work well independently as well as within a team environment.
- Good communicator, able to tailor communication to different groups (clients, management, technical team, creative team).
- Desire to learn new and unfamiliar skills and disciplines in order to understand how others work.

QUALIFICATIONS:

- 1-2+ years of project management experience. Agency experience preferred.
- Strong organizational skills and ability to multi-task, prioritize and work under pressure while meeting tight deadlines.
- Experience with quality assurance/control protocols.
- Experience managing the production of digital deliverables including email, landing pages, and/or advertising required.
- Proficiency in Microsoft Office required.
- Proficiency with project management software and proofing/approval software preferred.
- Experience with SaaS marketing platforms and/or marketing automation/email tools such as Salesforce Marketing Cloud, Klaviyo, Hubspot, and Adobe Campaign would be beneficial.
- Familiarity and/or understanding of common programming languages and development practices preferred.
- Familiarity with Adobe Creative Cloud or other graphic design software would be beneficial.
- Outstanding verbal and written communication skills.
- Adaptable, flexible and able to maintain a positive attitude under pressure.
- Bachelor's degree.

Justification for role....

This role will help the account, tech, and media teams and will contribute to improved processes and best practices for the organization. By creating a role that owns the daily management of all technical projects, we can ensure that these projects are prioritized correctly, and are progressing effectively. This person will work closely with the tech and media team to understand needs from the client/account side of the organization and will proactively communicate those needs to ensure project success and mitigate any delays. This person will work closely with client contacts as related to technical projects as needed to manage technical projects.