

<b>FIDRA TECH</b>	<b>JOB DESCRIPTION</b>	<b>Ref No.: FTHR03241225</b>
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## Job Title: Project Manager

### Role Overview

The **Project Manager** at **Fidra Tech** is responsible for planning, executing, and delivering IT projects successfully, ensuring they are completed **on time, within scope, and within budget**. This role plays a key part in coordinating cross-functional teams, managing client expectations, and ensuring high-quality delivery of **POS systems, enterprise applications, and mobile solutions**.

The Project Manager serves as the central point of accountability for project execution, risk management, and stakeholder communication throughout the project lifecycle.

### Key Responsibilities

#### Project Planning & Execution

- Define project scope, objectives, timelines, and deliverables in collaboration with stakeholders.
- Develop and maintain detailed project plans, schedules, and resource allocations.
- Manage project execution across all phases: initiation, planning, development, testing, deployment, and closure.
- Ensure adherence to agreed delivery methodologies (Agile, Scrum, Waterfall, or hybrid).

#### Stakeholder & Client Management

- Act as the primary point of contact for clients and internal stakeholders.
- Manage client expectations through clear communication, progress reporting, and issue resolution.
- Facilitate regular project status meetings, reviews, and steering committee updates.
- Handle escalations and ensure timely decision-making.

#### Team Coordination & Leadership

- Coordinate cross-functional teams including developers, QA, designers, business analysts, and product owners.
- Assign tasks, track progress, and remove blockers to ensure smooth delivery.
- Foster collaboration, accountability, and high performance within project teams.
- Support team motivation and continuous improvement.

#### Risk, Quality & Change Management

- Identify, assess, and mitigate project risks and dependencies.
- Manage scope changes through formal change control processes.
- Ensure quality standards are met through reviews, testing coordination, and acceptance processes.
- Monitor project performance and implement corrective actions when required.

#### Budget & Performance Management

- Track project budgets, costs, and resource utilization.
- Ensure financial performance aligns with approved budgets and contractual terms.
- Provide accurate project forecasts and performance reports.

## Cross-Functional Collaboration

The Project Manager will work closely with:

- **Clients & Business Stakeholders** – to align delivery with business objectives.
- **Product & Business Analysis Teams** – to ensure clear and stable requirements.
- **Development & QA Teams** – to support technical execution and quality assurance.
- **Sales & Pre-Sales Teams** – during project scoping and handover.
- **Finance & Operations** – for budgeting, billing, and resource planning.

## Key Performance Indicators (KPIs)

- On-time and on-budget project delivery
- Client satisfaction and retention
- Project quality and defect rates
- Scope stability and change management effectiveness
- Team productivity and utilization
- Risk and issue resolution effectiveness

## Required Experience & Qualifications

### Experience

- 6–8+ years of experience as a Project Manager in IT services or software development environments.
- Proven experience delivering POS systems, enterprise applications, or mobile application projects.
- Strong experience managing cross-functional teams and client-facing projects.
- Hands-on experience with Agile/Scrum and traditional project management methodologies.

### Professional Skills

- Excellent planning, organization, and communication skills.
- Strong leadership, problem-solving, and decision-making abilities.
- Proficiency with project management tools such as JIRA, MS Project, Asana, Trello, or similar.
- Strong understanding of software development lifecycles (SDLC).

### Education

- Bachelor's degree in computer science, Information Technology, Engineering, or Business Administration.
- Certifications such as PMP, PRINCE2, Scrum Master, or SAFe are highly desirable.