



**Title:** Manager, Field Services and Project Management  
**Reports to:** General Manager  
**Location:** Grass Valley, CA  
**Job Type:** Full-time, Exempt Position  
**Salary Range:** \$75,000 - \$105,000

**JOB SUMMARY:** Provide leadership and daily management of the Field Services and Project Management function and team. This includes hands on Project Management. Provide technical direction, task organization and management, scheduling and priorities, and change management to field services work. The job scope includes early involvement of project conception and system design, oversight of fulfillment activities including system integration and staging, direct management of field deployment, system installation and configuration, customer commissioning, and ongoing support and maintenance. Position requires strong project leadership, tactical organization of field and subcontract resources, inventory control, decision making in demanding circumstances, serving a customer advocate role internally, and a keen eye for safety. Accountable for meeting customers' schedule and technical requirements on assigned projects from pre-proposal through implementation, final system acceptance, and project wrap-up.

#### **DUTIES AND RESPONSIBILITIES**

- Actively participate in pre-proposal communications with the customer to ensure a full understanding of the customers' project requirements.
- Participate with the Sales Department in developing HSE's proposal, including pricing.
- Design and construct custom configurations appropriate for unique hydrologic/geomorphic site limitations.
- Work directly with customers maintaining an account management role to provide equipment and overall system recommendations for customers.
- Generate a detailed project management plan; including the scope and schedule of the project, radio path study requirements, site surveys, photos and/or sketches that may facilitate installation planning, any engineering or special resources necessary to meet contract requirements, and anticipated risks and plan to mitigate risks.
- Manage and implement the project to the approved plan to ensure on-time delivery of project and that all project requirements are met.
- Analyze consistency, completeness and accuracy of collected data to ensure system reliability. Perform detailed data analysis using relevant sensor data, logs, and reports.
- Arrange associated travel to customer locations.
- Perform the installation, maintenance, and troubleshooting of various hydrological equipment in sometimes remote locations under adverse conditions.
- Provide technical training on HSE product line and standard maintenance procedures to other field service employees and customers
- Ensure successful operation of systems, including system-level testing and system software through customer buy-off.
- Ensure timely submittal of documentation such as technical drawings, plans and reports, change orders, invoices, etc.
- Convene project status review meetings with engineering and production to identify any problems and work-around. Develop contingency plans to keep project on schedule.
- Manage construction, installation, acceptance and maintenance operations utilizing internal



resources and construction subcontractors, etc.

- Maintain regular communications with customer to ensure that they are aware of the current status and progress of project(s).
- Protect the company's interests by verifying field sites are ready for work and the necessary materials, equipment and permissions are in place prior to dispatching crews or subcontractors to the job sites.
- Determine and manage project profitability working with team on increasing efficiency by implementing new procedures or tasks.
- Generate project documentation for a complete and comprehensive customer file.
- Follow-up on and work with customer to resolve any invoicing or accounts receivable problems.
- Complete a post-project-review, as required.

### **QUALIFICATIONS AND SKILLS**

- Knowledge of detailed project planning and project management.
- Exceptional communication and customer service skills.
- Technical background of various system components and configuration, including embedded systems architecture, digital communications, remote sensor design and control, control system concepts.
- Familiarity with Microsoft® Windows® and the following computer software: Excel, Word, MS Project, CAD, and other software from various vendors.
- Understanding of IT networking principals.
- Ability to troubleshoot problems (in less than perfect environmental conditions) related to RF, electronics, poor hardware configurations, telemetry, and various meteorological sensors.
- Knowledge of project management tools, e.g., project management software to determine float or slack time in the schedule, Gantt charts, etc.
- Skilled in building and managing an effective field service team with the ability to supervise and motivate employees to reach personal goals.
- Ability to define the scope of a project and the appropriate methods for completing the project.
- Ability to set priorities, work independently, and proceed with objectives without supervision.
- Knowledge of ERP software including sales orders, work orders, customer account records, scheduling and planning, and report generation.
- Understanding of performance management, data analytics, continuous improvement and other quality systems and quality improvement methodologies.
- Ability to manage multiple projects concurrently to deliver products of varying complexity on schedule.

### **EDUCATION AND EXPERIENCE**

- Bachelor's Degree, preferably in engineering, hydrology, or physical science. PMP Certification is desired but not required.
- Five years relevant experience or equivalent combination of education and experience.
- Understanding of engineering, hydrology, control system, digital communication, and hardware/software system integration.
- Knowledge of DC circuitry and circuitry analysis, electronics, and radio communications.
- Proven track record experience in project management of technical and communications



- projects with roadway-related construction content.
- Experience with RF environments, real-time telemetry, ALERT and ALERT2 principals, or other real-time data collection platforms is preferred.

Compensation is based upon experience and qualifications.

Benefits available to full time employees include: Medical, dental, vision, 401k and paid time off.

If you are interested in applying for this position, please e-mail or mail your cover letter and resume using the information provided below. When submitting your resume, please reference the job title as it is described here. Internal applicants should submit a letter of interest to Human Resources.

**No phone calls or faxes please.**

**E-mail**

[hr@highsierraelectronics.com](mailto:hr@highsierraelectronics.com)

**Mail:**

Attn: Human Resources  
High Sierra Electronics, Inc.  
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