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Project Management, project planning, templates and advice

PROJECT ROLES AND RESPONSIBILITIES

Role Title	Role Description	On Project Board?	Reports to on Project	Line Manager if different	Part of Team	Chats & Channels (teams, salesforce etc)	Email	Contact numbers	Location	Time Zone
Strategic Account Director	Assist with additional purchasing needs and manage the account long term to ensure business needs are met. Member of the Steering Group.	Y	VP Sales	VP Sales	Enterprise Sales	@EMEA_sales, @ACME_project_board	andrewdepp@acme.com	0000 000 000	EMEA Brussels Office	GMT +1
Technical Account Manager	Provides designated sales and customer service in the following areas: 1.Service Delivery. 2.Incident Support and Issue Resolution. 3.Metrics and Monitoring. The TAM is also assigned to the account post-delivery of a project to strategically manage the client's system.	Y	Strategic Account Director		Enterprise Sales	'@EMEA_sales, @ACME_project_board	stevea@acme.com	0000 000 000	EMEA Brussels Office	GMT +1
Project Sponsor	Communicates company objectives, project goals, deliverables and budget to Project Manager or entire project team. Member of the Steering Group.	Y	VP Services		Services EMEA	@EMEA_VP, @EMEA_services	lydiap@acme.com	0000 000 000	EMEA Brussels Office	GMT +1
Project Manager	Main contact during the project to facilitate, manage and lead a successful implementation. Documents requirements for all Change Requests and documents requirements for additional Statements of Work.	N	Head of Project Management		Services EMEA	@EMEA_PM, @ACME_project_team	samfrom@acme.com	0000 000 000	EMEA Brussels Office	GMT +1
Developer	Works closely with ACOMPANY LTD Project Manager and client's technical resources to complete customization and integration projects.	N	Head of Development		Dev India	@Dev_team, @ACME_project_team	jais@acme.com	0000 000 000	PUNE Office	GMT +5.30
Business Process Manager	Work closely with ACOMPANY LTD Business Analyst to document business processes and develop system requirements with the Dev team.	N	Head Business Analysis		Services EMEA	@BA_team, @ACME_project_team	jeffl@acme.com	0000 000 000	EMEA London Office	GMT