

Job Description

POSITION TITLE:	Lead Infrastructure Delivery Manager	VPS 7
REPORTS TO:	Manager, Hosting Services	Direct Reports: 8-10
UNIT/BRANCH/DIVISION		Indirect Reports: ~10

Function

Manage the provision of day to day services to customers and the back end operations that support Company X service delivery.

Role Description

To lead a team of Delivery Managers whose main tasks are to ensure that Company X projects are delivered on time and on budget.

Key Accountabilities

- Pipeline management. To pro-actively work with pre-sales representatives (e.g. AMs, SDMs, CIO, Pre-sales SMEs) to understand the scope, timelines and probability of projects likely to transition from pre-sales to delivery
- Manage the activities, priorities, performance and style of the Infrastructure Delivery Manager team
- New project approval. To review, modify as required, and approve new project initiatives with specific focus on scope, technical design, resources, cost and schedule. Hosting Services, by approving projects in the pre-sales stage, are committing to deliver according to the outcomes referenced in the Statement of Work
- Resource management. To ensure Delivery Managers are assigned to projects appropriately, considering skillset of the Deliver Manager (DM), relationship with the SDM/AM, ability to ensure delivery (i.e. not assigning a junior DM to a major program of works), DM bandwidth etc
- Matrix Management. In collaboration with Hosting Services line management, ensure that technical resources assigned to project delivery, perform work required of them as per our delivery obligations.
- Issue/Escalation Management. To be the first point of escalation for any resource or scheduling constraints and to manage expectations
- Delivery governance. Ensure that all projects are delivered with consistent, repeatable and appropriate project support documentation (i.e. PMP, Comms Plan, Status Report, Issue/Risk management, Change Management etc)

Key skills, behaviors and experience

- Extensive experience in managing large projects and programs simultaneously
- Extensive experience in managing project management staff as a line manager and technical staff in a matrix management environment. Staff management skills must include ensuring the right people are assigned to the right role and performing their roles pro-actively, professionally and consistently
- Extensive experience in project management methodology and delivery, including development and management of high value, complex technology projects in a large and diverse organization
- Sound understanding of project governance and management
- Superior verbal and written communication, organizational, interpersonal and negotiation skills including the ability to present complex topics clearly and concisely to both a technical and non-technical audience
- Understanding of procurement processes related to technology projects
- An appropriate Industry Recognized qualification or equivalent experience, preferably a project management certification.