

Senior Project Manager - IT Windows Service Management - Madrid

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Company: Infosys Limited

Location: Spain

Category: arts-design-entertainment-sports-and-media

Senior Project Manager - IT Windows Service Management - Madrid, Spain

Project Manager

117475BR

Job Description

Role- Senior Project Manager, Windows Service Management

Location : Madrid, Spain

Technical skills

Should have managed and team of 40-50 members, delivering/managing middleware IT operations. Should be hands-on in terms of technology. Should have an understanding of processes and quality aspects

Expert-level Knowledge of IT asset management, incident/request management, problem management, change/release management, Availability and capacity management.

Ability to manage multiple related services and to build the synergies between the services.

Ability to understand the customer requirements and suggest feasible technology options available.

Good understanding of general datacenter technologies.

Deep understanding of one of more areas of Datacenter operations – Compute, Virtualization, Storage, Network, Backup, Database, Middleware, AD/IAM, Tools,

Application operations.

Experience with executing transition and transformation projects.

Experience in management large IT operations.

Experience on Upgrades, Migrations, Performance Tuning and advanced Root cause analysis

Windows 2008 R2/2012/2016 administration

Technical skills (Nice to have)

Knowledge of SNOW, Cloud

Language skills needed

English, Spanish

People skills

- Should be a capable leader.
- Building collaborative partnership – by interactive regularly with key influencers within and outside organization.

Soft skills

- Deep experience Customer Handling and stakeholder management.
- Ability to handle escalations, be a trusted advisor for the customer and work closely with customers in defining solutions
- Ability to drive Service Improvement programs and drive service quality improvements.
- Familiarity with working on proposals, billing and charging topics
- Understanding of service level management process, related agreements – SLA/OLA and workflow steps.
- Analytical ability
- Business acumen
- Knowledge of capacity management process.
- Planning and organizing – Optimally organize the workload across the team.

Area of responsibilities

Skill Level- Expert

- Managing multiple service teams and build synergies between services.
- Understand and maintain the organization's ratio between service revenue, resource planning and maintain the team.
- Responsible to service budget and quality.
- Create, modify, update and populate the service descriptions, operation level agreements and service offerings.
- Ensure issue free operations and effective handling of customer escalations.
- Capable of tracking the service improvement plan and aligning the capacity, availability of resources.
- Keep track of automation levels within service operations and to improve them.
- Responsible to introduce new service delivery tools and redesigning the operational procedures
- Assurance of SLAs / KPIs / OLAs and service quality.
- Promote the organization's goals and to implement evolving technologies in service.
- Responsible to build and implement security guidelines.
- Running the service operations in close cooperation with other IT process owners and service owners.
- Ensure service quality.
- Service definition, scoping and policy formulation: Consolidate and review inputs and contribute towards identifying new service lines in order to assist service owner in designing a scalable and robust infrastructure.
- Admin model, work-flow, monitoring and reporting framework: Review the relevant metrics and provide location specific inputs to service team in order to account for the same while defining the monitoring and reporting framework.
- Technology Resources – Hardware, software, data communication, consumables and services: Consolidate, review and handle escalations and intervene in order to ensure timely delivery of materials as per agreed SLA.
- Capacity Management: responsible for initiating the action plan post review of capacity matrix for Services and IT infrastructure. Service owner to factor the service upgrade plan. Initiate necessary triggers/action plan based on threshold limits set in measurement index.

- Service level management and service reporting: Review, analyze and set the action plan to adhere to SLAs defined. Review, direct and ensure SLA compliance across the region in order to ensure approved SLA process covering all services and meet the approved target.
- Supplier management: Manage and maintain the relationship. Define the scope of service contract and assess the expenses associated with the service in order to ensure committed SLAs are backed by backend agreements from the suppliers.
- User communication and updates: Communicate IT service policies and processes, service availability, service reporting.
- Configuration management: Review and enforce control mechanisms for ITIL control process. Review CMDB compliance on periodic basis with corporate asset management system.

About Us

Infosys is a global leader in next-generation digital services and consulting. We enable clients in more than 50 countries to navigate their digital transformation. With over four decades of experience in managing the systems and workings of global enterprises, we expertly steer our clients through their digital journey. We do it by enabling the enterprise with an AI-powered core that helps prioritize the execution of change. We also empower the business with agile digital at scale to deliver unprecedented levels of performance and customer delight. Our always-on learning agenda drives their continuous improvement through building and transferring digital skills, expertise, and ideas from our innovation ecosystem.

Infosys is an equal opportunity employer and all qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, spouse of protected veteran, or disability.

Country

Spain

State / Region / Province

Madrid

Work Location

Madrid, IA

Interest Group

Infosys Limited

Skillset

Technology|Cloud Platform|Cloud Platform - ALL, Technology|SAP SM (service management)|SAP SM (service management)

Company

ITL Spain

Role Designation

836ASRPRMG Senior Project Manager

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