

JOB DESCRIPTION

JOB TITLE:	Delivery Manager
REPORTS TO:	Operations Manager, Southern Region
LOCATION:	Wellington

Job Scope

- To manage all aspects of the setup and delivery of IT programmes, projects and services.
- To work with other Project Managers and Delivery Managers to improve Solnet's project delivery capability.

Major Activities/Responsibilities

- Work with clients and Solnet staff to scope, cost, negotiate, plan and prepare programme and project services
- Manage assigned programmes, projects and engagements to ensure that Solnet are delivering and meeting both client expectations and company performance targets
- Create and update relevant project documentation such as Statements of Work, change requests, issue and risk register, and progress reporting
- Forecast and manage the budget and resources on assigned programmes and projects
- Manage programme and project teams to ensure group and individual performance goals are met
- Help develop and grow Solnet's business with nominated clients with the support and assistance of the Sales and Consulting teams
- Manage proposal preparation and other pre-sales activities as required
- Develop and maintain good working relationships with key client stakeholders
- Establish and implement best practices for IT project management
- Work to improve internal systems, processes and methods
- Be available to work outside of usual hours, from time to time.

Key Performance Indicators

- Successful delivery of assigned projects
- Meeting timelines, resource utilisation and profitability targets for assigned projects
- Lead teams that are productive and engaged
- Contribution to improvement of Solnet's capability to deliver profitable solutions

- Excellent relationships with clients and colleagues.

Qualifications

- Ideally (but not limited to) a university degree in a relevant discipline (i.e. Commerce or Computer Science)
- Project management certification (e.g. PMI, PMP, Prince2, Scrum) is an advantage.

Skills/Experience

- A minimum of 8 years of relevant IT industry experience, including at least 5 years project management experience
- Experience in managing projects in the public and private sectors
- Experience working in an IT vendor organisation
- Good commercial business knowledge and understanding
- Excellent understanding of project management standards, processes and tools including both waterfall and agile approaches
- The ability to identify risks and issues that could affect the project, and put in place effective solutions
- Successful track record of managing professional services, consulting or software development and integration projects
- Excellent understanding of software development, integration, support standards, processes and tools
- Good understanding of software architecture and infrastructure, including knowledge of the complexities and challenges involved
- Some knowledge of support and operations standards and practices, e.g. ITIL, Service Level Agreements etc.

Other attributes

- Ability to undertake independent consulting assignments on client sites
- Flexible, adaptable and comfortable with change
- Ability to plan and manage multiple tasks to reach a successful conclusion
- Ability to work well in a team, and to effectively lead teams
- Excellent written and verbal communication skills
- Excellent interpersonal and negotiation skills
- Ability to communicate and present ideas and concepts
- Excellent problem-solving abilities

- Self-motivated and self-managing, and uses initiative to get things done
- Reliable and dependable
- Ability to travel and conduct business outside of Wellington, from time to time.