



Date –20th Aug 2021

Role – Director - Delivery & Client Engagement

About the client

Client is an award winning mid tier global technology consulting firm. Specializing in IT strategy, advisory, implementation, management and optimization. Our proven technology solutions not only improve operations, but provide better business outcomes and results. We specialize in: Cloud Technology, IT Strategy & Advisory, Software Implementation, Business Process Optimization, and Intelligent Operations. We will build out a technology stack that will support your companies long-term goals. Our team is passionate and ready to work. We know what you need and expect. We are a certified partner of the top technology platforms used today, including IFS Applications, Microsoft Azure, Tanium, ServiceNow, Boomi, Sugar CRM, and UiPath.Job

Industry : Information Technology & Services

Headquarters : Tampa, Florida

Founded in 2003

Global Office - India (Chennai/ Hyd), Sri Lanka, Philippines, Australia, Europe

Specialties - Consulting ERP- SAP, Oracle, IFS, Infor, ServiceNow, Quality Assurance and Testing Services, BOT model offshoring, Captive IT centers, Managed Support Services, Software Program Development, Managed Application Services, Enterprise Security & Risk, Mobility, IFS Applications, ServiceNow, Tanium, UI Path, Microsoft Azure, ServiceNow Implementation, Managed IT Services, Digital Intelligence, IT Advisory, IT Strategy, IT Optimization, IFS ERP Software, ERP Solutions, Cloud Hosting, Field Service Management Software, Field Service, Manufacturing Software, and Business process optimization

Location – Chennai

Experience – 15-20yrs.

Job description

The role of the Delivery Head is to ensure that the SERVICENOW Apps delivery practice is run professionally to meet the bottom line expectations of the senior management, delivery & competency expectations of the customers and expertise level expectations of the prospects.

Responsibilities :

- Responsible for planning, managing and overseeing all project deliveries.
- Responsible for managing the professional services unit of the practice that provides 24x7 L2/L3 environment monitoring and issue resolution support

- Responsible for handling presales related work in terms of scope, estimation and SOW finalization.
- Create best practices documentation and presales presentations
- Responsible for planning the resource needs in line with the business plan of the practice
- Provide input for the solution road map, integrating multiple disparate processes, and addressing short and long term organizational needs
- Be knowledgeable about industry expectations, SAP product roadmap and proactively plan and develop new skills for the practice that would be in demand in the near future
- Identify risks and develop mitigation. Escalate risks as needed.
- Identify and resolve issues and conflicts within and across the project teams.
- Coach, mentor, motivate and influence workforce to take positive action and accountability for their assigned work
- Utilize knowledge of defined reference architectures, technology trends and implementation experience to translate business requirements into a system and landscape solution blueprint that represents an end-to-end technical solution.

Position Requirements :

- 4-5 years of work experience owning P & L responsibilities of a delivery unit
- 8 years of direct work experience in a project management capacity, including all aspects of process development and execution.
- Strong familiarity with project management software, such as MS Project and MS Project Web Access
- Experience in managing multiple projects
- Sound financial knowledge and commercial orientation to achieve the goals set for practice and projects performance
- Persuasive, encouraging, and motivating.
- Ability to elicit cooperation from a wide variety of sources, including upper management, clients, and other departments.
- Ability to bring project to successful completion through political sensitivity.

You may also email your resumes at apply@ally-executive.com / pushpanjali.k@ally-executive.com with subject line.

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