

Lead Consultant

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Company: Infosys Limited

Location: Poland

Category: business-and-financial-operations

Lead Consultant

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117896BR

Job Description

Infosys is looking for Service Operations Manager

To be responsible for overseeing Service Operations within the organization to ensure they align with strategic goals and are executed successfully, which include planning, coordinating resources, tracking progress, managing risks, communicating with stakeholders, and facilitating collaboration among team members. To also play a key role in resolving conflicts, making decisions, and reporting on the overall progress and performance of the programs under their management.

Preferred skills

Experience in Project and Program Management.

Certifications: Six Sigma, Project Management Professional (PMP), Certified ScrumMaster (CSM), or PRINCE2 can demonstrate proficiency and commitment to the field of program management.

Experience of handling large network or IT infrastructure Operations and transformation projects.

Maintain Customer Relations and Manage Services within Network and Data Center Operations

Strong project management skills are essential, including experience with project planning, scheduling, budgeting, and resource allocation.

The ability to identify issues, analyze problems, and develop creative solutions to overcome challenges that arise during program implementation.

Roles and Responsibilities:

Strategic Planning - Developing program objectives and strategies that align with the organization's goals and priorities.

Project Oversight: Overseeing multiple projects within the program, ensuring they are executed efficiently, on schedule, and within budget.

Resource Management: Allocating resources, including budget, personnel, and equipment, to support the successful implementation of program activities.

Stakeholder Communication: Communicating with stakeholders at various levels to ensure alignment, manage expectations, and address concerns.

Risk Management: Identifying potential risks and developing mitigation strategies to minimize their impact on program outcomes.

Quality Assurance: Monitoring program activities to ensure they meet quality standards and comply with relevant regulations and best practices.

Progress Reporting: Tracking and reporting on program progress, including milestones achieved, budget expenditures, and any deviations from the plan.

Decision Making: Making timely and informed decisions to address issues, adapt to changes, and keep the program on track.

Continuous Improvement: Identifying opportunities for process improvement and implementing changes to enhance program efficiency and effectiveness

Country

Poland

State / Region / Province

Dolnoslaskie

Work Location

Wroclaw

Interest Group

Infosys Limited

Skillset

Process|Service Management|Continual Service Improvement

Company

ITL Poland

Role Designation

2016BLDCON Lead Consultant

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