

Program Manager GE-Vernona Poland

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Company: Infosys Limited

Location: Poland

Category: other-general

Program Manager

Project Manager

117320BR

Job Description

The key purpose of the role is to manage client's Digital Workspace Transformation, Transition and ensure high client and end user satisfaction, encompassing Service Excellence, Customer Experience, Service Delivery, and Operations.

The Program Manager is expected to track digital Workplace Program execution progress, understanding customer business requirement, manage Risks/Issues, dependencies across multiple scope items working with diverse stakeholders and to Build, strengthen and Manage client/third party relationships to positively influence Program outcomes. Also, Manage Commercials of the program including Implementation, Support, Passthrough, Sub-contracting vendors.

Primary Qualifications

15+ years of Experience in managing medium to large complex transformation/transition/service delivery with large organizations will be preferred.

Strong business and domain understanding of Digital Workplace (EUC, Remote support, Device as a Service)

Experience in Vendor/Stakeholder Management and IT service management processes (Incident, Problem Management, Change Management).

Monitor service performance and analyze key metrics to identify areas for improvement and optimize service delivery.

Collaborate with cross-functional teams to define service offerings, service level agreements (SLAs), and service catalogs.

Maintain service level agreements (SLAs) and key performance indicators (KPIs) to measure and report on service performance.

Secondary Skill set

Strong understanding of all aspects of Program Management.

Good people management skills to drive program objectives.

Strong business and domain understanding of EUC and DaaS.

High Impact communication skills and Strong client interfacing skills and stakeholder management.

Capability to drive and collaborate with multiple stakeholders on day to day operations to bring in coordination across the technical towers.

Reporting on all Process areas as per the Contractual agreements

Adherence to CLIENT sales, process, and collaboration tools to communicate and deliver results.

Key Accountabilities

The primary accountabilities include:

Act as a senior consultant to customers and project teams in the analysis of business requirements and the design of technical solutions.

Preparation of High level as well as low level solution design documents

Define requirements and guidelines, and oversee the process of maintaining all necessary network documentation (topology diagrams, addressing and device connectivity and configuration details, etc.)

Other Requirements

Candidate must be located within Wroclaw-Poland or be willing to relocate to the area. This position may require travel and requires working from client/Vendor premises / office location.

The job entails sitting as well as working at a computer for extended periods of time. Should be able to communicate by telephone, email, or face to face. Travel may be required as per the job requirements.

Mandatory tools knowledge

MS Office (Excel, word, power point, outlook)

ServiceNow

Language Requirement

Business communication fluency (Read, write, speak)

English

Service Delivery Domain

DaaS

EUC

Country

Poland

State / Region / Province

Dolnoslaskie

Work Location

Wroclaw

Interest Group

Infosys Limited

Skillset

Technology|EUC|EUC-Others

Company

ITL Poland

Role Designation

836ASRPRMG Senior Project Manager

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