

Job Title –Infrastructure Project Manager**Job ID – 134****Division – Hyperion Services****Location – Bedford****Role Definition**

This project management role forms part of a distributed, global infrastructure team that is responsible for the continued availability and support of an international on-premise and cloud infrastructure.

The role will be expected to work in a fast-pace environment with high degrees of ambiguity arising from a period of significant change.

Key Responsibilities / Accountabilities

Clients

- Develop strong relationships with the Business Units
- Respond to the Business Units' requirements as appropriate
- Support the business units with their use of the IT systems
- Behave with all clients (both internal and external) fairly and ethically with excellent customer service
- Take ownership of issues and provide updates to users on outstanding issues

Management

- Ensure team members are competent to carry out their responsibilities
- Motivate team to deliver high performance and achieve objectives

Administration

- Ensure up to date records are maintained at all times on the Group and Company systems
- Interpret instructions and issues arising, and then implement actions according to policies and procedures

Skills and abilities needed to perform role

- Project Manager skills, ideally PRINCE2 Practitioner
- Project Management Experience, +5 years
- Acquisition/Merger integration experience
- Infrastructure knowledge, previous experience as an Infrastructure Engineer, although not essential is advantageous for the role:
- Experience working with Server, Desktop, Network and Telephony providers
- Experience working with client-side technologies, Windows 7-10, Thin Client
- Experience working with cloud based technologies, O365, Exchange Online and Azure preferred
- Experience of email migration processes and complex email routing environments
- Experience of multi-site and multi forest Active Directory
- Desktop sanitation and standard build deployment

- Good networking knowledge, Layer2/3, dynamic routing, MPLS
- Good knowledge of IP Telephony solutions
- Understand Citrix technology at a basic level

Knowledge and Experience

- At least 5 years' experience in an Infrastructure Project Manager role
- Understand the PRINCE2 framework and demonstrate ability to design and run projects following this methodology, tailoring suitably
- Demonstrate excellent stakeholder management experience
- Ability to run multiple projects maintaining quality and control
- Ability to lead and provide guidance to infrastructure engineers drawing on their project and technical experience
- Demonstrate examples of similar successful positions in the past
- Be highly collaborative with the current team, management structure and business leaders
- Demonstrate a very high level of customer service and empathy to the customer issues delivering solutions while working within budget
- Negotiate with suppliers to provide best balance of quality, service and price
- Demonstrate a 'Can-Do' attitude
- Be an excellent communicator

The company operate a stringent employee referencing and verification process when we on board new joiners (temporary or permanent), which means if you are offered a role with us we will ask you to make honest and open declarations about your past employment, qualifications, financial history and credit/debt history. Whilst these checks do not automatically mean that employment will not be confirmed, as we review each situation on a case by case basis, it can mean that offers of employment may be withdrawn if information is found which is not satisfactory to us. It is recommended that you should not resign from your current employment until you have satisfied the conditions against which each offer is made relating to referencing and verification checks.