

| | |
|----------------------|--|
| Job Title: | Business Change and Configuration Manager |
| Reporting to: | SMO Manager |
| Date: | 28 th March 2019 |

| | |
|------------------------------------|---|
| Brief overview of the role: | <p>A well knowledgeable Business Change and Configuration Manager within the IT sector is required to join a leading Secure IT Managed Service Organisation based in Shrivenham, Oxford.</p> <p>This pivotal role has been recently created and the ideal candidate will be a primarily focussed on producing proposals in response to change requests that have been submitted by our valued Customers and require financial assessment, and then to see these being driven through the change management process. Act as a liaison and escalation point between the Sales, Technical, Compliance, Customer Service and Project teams in order to ensure smooth delivery of changes.</p> |
| Duties: | <p>Routine duties include but are not limited to:</p> <p>Business Change and Configuration Manager</p> <ul style="list-style-type: none"> • Manage the Prolinx Business element of the Change Management process,. • Acting as Financial Governance during Company, Customer and Partner change advisory board meetings to assess financial impact and to advise on the appropriate actions to be taken. • Creating Change Proposals and proactively monitoring the progress, resolving issues and initiating appropriate corrective action where required • Ensuring delivery of the Change Proposals to the appropriate level of quality, on time and within budget, and then to initiate these changes via the change management process. • Reporting Change expenditure as the Managed Service progresses • Chairing meetings with remote participants • Facilitate Release Readiness Reviews, Go/No Go Sessions and deployments to the production environment • Work closely with key Business stakeholders ensuring controlled deployments across all environments in line with Change proposals • Ensure that the Service Asset and Configuration Management (SACM) controls are being adhered to, and to drive regular internal audits to ensure accuracy of the assets are being maintained. <p>General</p> <ul style="list-style-type: none"> • Support the adoption of best practice standards and governance across the business. • Identify improvements to current process and motivation to see these through to implementation. • Support the departmental Continual Service Improvement Plan with the SMO Manager. |
| Experience | <ul style="list-style-type: none"> • At least 4 years of Change Management experience with in an IT managed service environment • Solid experience of cost modelling for authorised Changes |

| | |
|----------------------------------|---|
| | <ul style="list-style-type: none"> • Working within commercial environments • Experience in using a Service Management Toolset e.g. Remedy • Knowledge of relevant management and business change techniques such as business process modeling • Customer Service |
| Desirable Qualifications: | <ul style="list-style-type: none"> • ITIL Foundation • ITIL Service Transition • Change Management qualification |
| Key Competencies | <ul style="list-style-type: none"> • Strong stakeholder management skills • Discipline to follow ITIL best practices and ISO9001, ISO20000 & ISO27001 certifications • Highly organised, able to work across a number of projects and initiatives. • Excellent communication skills as well as presentation skills with the ability to conduct meetings comfortably to large groups • Strong relationship building and interpersonal skills. • Demonstrated capability for problem solving, decision making, sound judgment and assertiveness. • A passionate and committed professional who strives to achieve company goals • Ability to obtain Security Clearance to at least SC level |

Equal Opportunities

Prolinx does not discriminate on the basis of race, religion, colour, sex, age, disability or sexual orientation. All recruitment decisions are based solely on qualifications, skills, knowledge and experience and relevant business requirements.

The Job Holder will understand the regulatory, fair trading and competition rules relating to their work sufficiently to be able to comply with them, relying on their knowledge or on their ability to recognise that they will need specialist support.

The Job Holder will actively support at all times company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information. This includes the Security requirements of our customers