

JOB DESCRIPTION

Job Title – Senior Project Manager

Project Manager Role Overview: To deliver successful projects to our valued clients. Responsible for the whole project life cycle from initiation to completion. You will be responsible for delivering projects to AFJ & Vendor methodologies, completing all project documentation and ensuring excellent communication with both internal and external stakeholders.

Project Manager Job Duties:

- Deliver ServiceNow & Ivanti Service Management technology projects for our valued clients
- Responsible for the full project life cycle, from initiation to closure
- Deliver projects using AFJ & Vendor methodologies
- Create and maintain all project documentation, revise as appropriate to meet changing needs and requirements
- Identify resources and assign responsibilities, ensuring resources are fully utilised
- Manage day-to-day operational aspects of the project(s).
- Work closely with internal and external stakeholders to ensure effective and efficient implementation of the project(s).
- Understands basic revenue models, ensuring projects meet financial objectives by forecasting requirements, accurate consumption reporting and use of change control
- Works closely with all project team members including Solutions Architects, Developers, Support and Sales
- Provides AFJ Management team with weekly status reporting, highlighting risks and issues and any mitigation actions that are required
- As part of the AFJ Professional Services Team, ensure all customers are referenceable

Skills & Qualifications:

- Experience in managing ITSM / Service Management projects
- Experience of Waterfall and Agile methodologies
- Project Management Qualification
- ITIL qualification and experience
- Experience of ITSM project management, ideally with a software vendor or partner



- Experience of Mid-Market and Enterprise level projects
- Experienced in running multiple projects simultaneously
- Excellent Interpersonal and Communication skills
- Excellent Time Management skills
- Experienced in Resource Management
- Understanding of ITSM software