Job Description

Role: Technical Delivery Manager

Reports to: COO

Location: Belfast or Enniskillen

Summary:

The role will be responsible for the end-to-end delivery of software solutions and services to Anaeko customers.

Responsibilities:

- Act as the primary contact for the customer on technical and general project matters until the deliverable is formally accepted.
- Negotiate and agree customer technical requirements and delivery milestones pre-commencement and where necessary throughout the duration of the project.
- Define detailed technical solutions and provide formal presentations on same to customer teams.
- Define Statements of Work, Project Plans and Delivery Budgets for approval (internal/customer).
- Contribute to the production of HLDs (or equivalent) for development and test teams.
- Review and approve LLDs (or equivalent) produced by technical leads, and any other relevant technical documents.
- Manage resources assigned to projects ensuring a high level of quality, customer satisfaction and delivery.
- Line manage assigned employees to include performance appraisals, objective setting and review, provision of input for bonus and pay awards.
- Review test specifications for all internal and customer test phases.
- Create development and overall resource and work plans per budget and schedule constraints.
- Deliver internal and customer status reports as agreed.
- Regularly attend customer/project meetings with sales and/or subject matter experts.
- Apply and help improve the Anaeko Quality Management System on projects.

Person Specification

Essential Criteria:

- Honours degree in Computer Science or related discipline.
- At least 3 years' experience in managing projects for external customers.
- At least 2 years' experience in development or test of software deliverables.
- Demonstrable experience of face-to-face working with customers.
- Ability to estimate, schedule and define budgets for projects.
- Ability to track progress and cost against schedules and budgets, and define contingency plans where required.
- Strong experience in managing technical software teams in both Agile SCRUM and waterfall development models.
- Ability to manage an effective change control process.
- Ability to identify and manage risks and issues for all phases of delivery.
- Ability to travel regularly to customer sites.
- Strong verbal and written communication skills.
- Strong negotiating skills.
- Effective organisational, time management and planning skills.

Desirable Criteria:

- At least 5 years' experience in managing projects for external customers.
- At least 4 years' experience in development or test of software deliverables.
- Familiarity with time tracking tools.