

Job Description:

Project Manager

Cloud, Network and IT Security are at the heart of what we do. For the past 18 years, we have helped clients across the private, public and voluntary sectors by advising, designing and delivering innovative cloud, security and networking solutions. Our products and services range from Virtual Data Centre, AWS/Azure, WAN, Cloud Telephony, SD-WAN, Threat Management, and more. We pride ourselves in delivering high-performance, first class solutions to our customers. Our workforce consists of those who are experts within their fields and who live our company values of Service, Excellence, Teamwork and Commitment. We recognise the importance of learning new skills and are committed to our employees' continuous training and development.

Reporting to

Service Delivery Team Leader

Role

This is an office-based role with some field work. You will be responsible for managing all aspects of an order/project post sale through to successful hand-over and sign-off by the customer. Working within a small but highly focused team, ensuring that all installation dates are met and that all work carried out on behalf of the Company/customer is to specification.

In addition, you will be asked to operate and contribute to the development of the Company's customer order handling/fulfillment processes & guidelines to ensure we outperform our competition & constantly exceed customer expectations.

Responsibilities

As a member of the Company's core customer service operations team and the main post sales/pre-install contact with customers you will be required to,

- Ensure customer projects are delivered on time consistently.
- Manage multiple projects at any one time.
- Verify customer orders and resolve any issues where applicable prior to final acceptance/confirmation with the customer.
- Project manage customer orders, including but not exclusively,
 - Ensuring the correct order details are entered onto the Company's CRM at all time
 - Ordering carrier circuits/services and third-party services
 - Chasing carriers in order to obtain up to date information
 - Ensuring customer updates are provided consistently and are accurate
 - Promptly responding to customer queries regarding orders or delivery progress
 - Ensuring escalation procedures have been adhered to
 - Manage internal resource to ensure projects meet deadlines
 - Planning the installations with the customer and hSo resources / third party resources

- Dealing with/resolve any re-work required and escalating where necessary in order to satisfy the customer, gain their acceptance and officially hand-over the new service in each instance
- Ensuring that all necessary steps are taken to successfully trigger the billing process once a project is completed and signed off by the customer.
- Monitor stock levels and ensure enough equipment is available to deliver projects.
- Reporting – update and provide weekly / monthly forecast information.
- Other duties as reasonably directed from time to time.

Essential Skills

- A good communicator both written and verbal
- Well organised and able to prioritise
- Able to identify and resolve issues in a timely fashion
- Good time management
- Customer focused
- A methodical approach with an eye for detail
- A “get the job done” attitude which may mean on occasion being prepared to work extra hours
- Comfortable working under pressure
- Proficient using PC based CRM software applications (*training for our specific systems will be provided*)

Desirable Skills

- Ideally from either a carrier or ISP / managed service background
- Familiar with ISO 27001, 20000 and 9001 processes and procedures

Please look at our website www.hso.co.uk for full details of who we are and what we do. In line with requirement of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. As part of the recruitment process, all candidates will be required to provide to hSo original documents supporting your right to live and work in the UK (including passport, visa details, work permits etc).

No agencies. If you are interested in this position, please email your CV and include a cover letter advising why you would be suitable. Only successful candidates will be contacted.

Career Level Required:	Project Management Background
Experience Required:	3-5 Years
Education Required:	Prince2 Practitioner, ITIL
Job Type	Permanent
Job Status	Full Time