

ServiceNow Project Manager, UK

The Company

TeamUltra is an IT Service Management (ITSM) company, whose main function is providing consultancy around the ServiceNow Software-as-a-Service (SaaS) platform. Due to the success of this product, and outstanding customer satisfaction, the company is growing rapidly.

As a result, the opportunity for several experienced, proactive individuals, who excel in the understanding and delivery of customer expectations, has arisen.

Overview

The ServiceNow Project Manager is responsible for ensuring the delivery of ServiceNow implementation projects for our clients. These projects can vary greatly in size and complexity and cover initial ServiceNow deployment projects, where we help our clients to define their service support processes and how they will be operated in ServiceNow. This progresses to Phase 2 and Phase 3 projects, where we extend the reach of ServiceNow beyond Service Support and into every aspect of Service Management, as well as bespoke application development to meet very specific client requirements.

This is predominantly a client-facing software development project management role, although as TeamUltra expands there is also the opportunity to help build our Project Management Office, as well as manage a number of internal projects to help scale and mature the business.

General Responsibilities

- Communicate openly and effectively with clients, colleagues and management
- Present a professional image in conduct, attitude and attire
- Keep abreast of industry trends in Service Management and developments in the ServiceNow platform
- Adopt and conform to company standards and policies
- Attend training and company meetings as necessary
- Delivery of work according to agreed timescales

Specific Responsibilities - Project Manager

- Direct and manage project development across the entire project lifecycle, from initial client engagement and project initiation through to requirements, build, testing, deployment, early-life support and beyond
- Define project scope, goals and deliverables that support business goals, in collaboration with senior management and stakeholders
- Effectively communicate project expectations to team members and stakeholders
- Estimate the resources and participants needed to achieve project goals
- Determine and assess need for additional staff and/or consultants
- Delegate tasks and responsibilities to appropriate personnel
- Identify and resolve issues and conflicts within the project team

- Identify and manage project dependencies and critical path
- Plan and track project timelines and milestones using appropriate tools
- Develop and deliver progress reports, proposals, requirements documentation and presentations
- Determine the frequency and content of status reports from the project team, analyse results and troubleshoot problem areas.
- Proactively manage changes in project scope, identify issues and manage risks
- Define project success criteria and disseminate to involved parties
- Coach, mentor, motivate and supervise project team members

Minimum education or certification

- Training and preferably certification in Project Management methodologies (Prince2/PMI/Agile)
- Previous experience of managing software development (preferably ServiceNow) projects.
- ITIL foundation

This position will report to the Senior Project Manager

This role offers a level of independence, rarely available in the IT industry and via a profit and performance related bonus; the company recognizes that its continued success is due largely to the quality and commitment of its employees.