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## Job Description – Technical Project Manager – Data Centre Services, Data Cabling & Migration

### ◀ Summary

- Reporting to the PMO Manager and working closely with the sales, operations and project management team, the position plays a key role in the coordination, management, financial reporting and delivery of all JSC's services and growth.
- The role requires the TPM to effectively manage the implementation of client projects working both with the JSC resources available as well as alongside our partner organisations.
- The TPM takes direct responsibility for the overall success of the projects and ensures that they are delivered within the scope, time, cost, specifications and quality required.
- The TPM role is a hybrid role based in Chelmsford but involves travel to client and data centre sites to actively participate, manage, lead, and work with client and internal teams as required.

### ◀ Project Exposure Requirements

- End to End Project Management
- Data Centre Audits, Physical Migrations, Commissioning and Decommissioning
- Asset and cable / connectivity auditing
- Data Centre IMACs and general maintenance
- Office tech builds / moves, expansion and consolidations
- End of Life / Hardware Refreshes across Network, Server, Storage
- WAN / LAN Connectivity (CISCO, 3rd Party Carriers), Customer Extranet and B2B Networks
- Wireless networks
- Desktop Transformation and PC Hardware Refresh
- Structured Cabling architecture, installation and testing
- Technical Design

### ◀ Individual Requirements

- The TPM is the face of JSC and also some of our partner companies and has to be authoritative, friendly, flexible, resourceful, highly motivated and an effective team player to succeed. The TPM must be able to prioritise effectively by having a methodical, detail orientated approach to work and an ability to meet targets and deadlines.
- Our TPMs must be well presented, articulate, knowledgeable, confident and professional in their approach and able to develop trust from others. They must be able to identify, understand and adapt to ever changing environments and priorities with a proactive, unflappable and systematic attitude.
- Project management will involve working directly with clients both face to face and remotely, you must be confident using video conferencing and sharing tools.
- Individuals must have extremely well-disciplined prioritisation, time management and scheduling abilities - (multi-tasking skills are essential).
- Our TPM's must be able to own, manage, visualise and deliver the full life cycle project management experience to our clients, from project initiation to project closure. To do this, we expect you to be qualified or highly experienced with the use of formal project management methodologies.
- Willingness to embrace change, be flexible, learn, develop and grow positively within the company.

### ◀ Experience, Knowledge and Background

- Experienced in a wide base of technologies, especially knowledge of data centre, office based, server, storage and network infrastructures and an appetite to learn, stay up to date and keep skills and knowledge current and relevant.
- A solid background (preferably hands on) in all aspects of data centres and critical IT space and the equipment that is in them from rack layouts and patch schedules to overhead containment and structured cabling layouts. Service delivery, installation and implementation exposure and knowledge are key.
- Ability to work with multiple work streams and multiple concurrent projects, whilst under pressure and managing a high volume of change.

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- Experience of budgeting and forecasting and managing milestones, quality standards and formal change management.
  - Managing partner/suppliers/clients. You will have direct ownership of the customer relationship during the project and must be able to manage scope and work across global teams in multiple time zones

#### ◀ Relevant Skills and Qualifications

- Be an excellent communicator both written and verbally and be able to explain and describe complex information without ambiguity.
- Must be able to effectively listen and communicate with clients to manage, explain and understand technical, business and process drivers within a project and ensure key messages and information are fully understood and conveyed.
- Understand revenue models, P&L, and cost-to-completion projections.
- Creation and management of project documentation, reports and information (status reports, technical designs, communications plans, etc.)
- Outlook, Internet, Office suite, UC tools, cloud-based apps and especially Microsoft Excel skills, must be extremely good. We are a technology company and so must show leadership, confidence and fluency in picking up new technologies and systems quickly and using them to our advantage.
- Minimum of degree level education or equivalent.
- Clean driving licence.
- IT Project Management with strong and broad understanding of IT infrastructure, theories, principles, and practices and the inter-dependencies of the servers, networks, storage, firewalls and other supporting services.
- PMP/Prince2/Agile qualifications and experience and an understanding of ITIL service management principles plus a knowledge of Microsoft Projects would be an advantage.
- Create and execute project work plans and revise as appropriate to meet changing client needs and requirements.
- Foster and ensure excellent communication between all parties of the projects and ensure regular reporting, stage management and review.
- Work closely with the clients and project management team to understand project requirements and lead on proposal efforts, including definition of deliverables, completing project scoping and assessments.
- Effectively apply appropriate methodology and enforce project standards and know when to escalate to resolves issues in a timely fashion
- Minimise exposure and risk on projects by managing issues, risk, change and project budget with timely analysis and forecasting
- Initiate project reviews, identify and actively share lessons learned with team members and other team members.
- Comply with, and help to enforce our continuously improving standards, policies and procedures.