

CRM – Change & Release Manager

Work Location

- The work environment located in Pardis IRAN.

Grade

- Manager

Reporting Structure:

- Directly responsible for Change, Release and Configuration Management.
- Reporting to the Directory of Service Support.

Description:

- The Change Manager is responsible for ensuring all IT changes are delivered to meet business, technical, technological, schedule and budget objectives. The primary focus will be creating and implementing change and release management plans that minimise business impacts and employee resistance and maximise efficiency and employee engagement. The Change Manager will work to drive faster adoption, greater ultimate utilization and higher proficiency on the changes impacting services such that business results are achieved.

Responsibilities:

- Responsible for the successful operations of the Change and Release Management teams and ensure agreed levels of change performance are achieved.
- Review of Changes to ensure readiness to process and schedule for release.
- Work with project teams to integrate change management activities into the overall project plan.
- To ensure that appropriate risk management is in place for all IT changes and classification of Changes based on risk and impact.
- Chairing meetings of Change Advisory Boards (CABs) and Publish meeting minutes.
- Planning Changes and Releases and publish Forward Schedule of Changes.
- Tracking the build process for Changes to ensure all tasks are completed.
- To develop efficient and effective programs to maintain and track its assets.
- Planning tests, including the creation of test plans and procedures and monitoring the execution of tests to ensure readiness to deploy.
- To ensure that a full range of business impacts are considered when any IT change is considered.
- Planning release and deployment activities and monitoring the release and deployment process.
- Chairing Post-Change Meetings and documenting PCR's
- Actively monitor change and release management key performance indicators.
- Closing out Changes.
- Maintains Continuous Process Improvement on a regular basis
- To develop, document and publish Change Management standards, Change Management plans and procedures, ensuring that these documents are updated as and when appropriate
- Developing performance standards, measuring results, taking corrective action and rewarding employees as appropriate.

- Manage the continuing operations of the SunView ChangeGear Service Management System.
- Work to ITIL specifications to further develop change and release management practices and measures.

Qualifications, Experience & Skills:

- B.S. Degree in Computer Science or related field.
- Thorough knowledge of Change and Release Management based on ITIL best practices
- 10+ years of relevant experience across multiple service & technical disciplines, both in design and implementation of the technology, policies & standards.
- A thorough understanding of ITIL and experience with implementing ITIL methodologies into an organization. ITIL Foundation Qualifications mandatory.
- 5+ years of managing Change and Release Management Teams
- Excellent communication skills (Oral and written).
- Excellent motivation and people skills and proven ability to develop and lead others.
- Conflict resolution and customer service experience.
- Deadline-driven; detail oriented; focus on continuous improvement.
- Team player, work well across functions and levels.
- High integrity and business ethics
- Fluency in English. Farsi Preferable.
- Ability to participate in and facilitate group meetings
- Good understanding of telecoms/ISP business and local market dynamics.