

United Arab Emirates Jobs Expertini®

APMEA HUB IT Service Delivery Manager

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Company: Hitachi Energy

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

General Information:

[REDACTED] Delivery Manager you are responsible for developing, implementing and executing the IT delivery capability within hub area of responsibility to either plan, build, run or support IT solutions for a region with multiple function site offices and/or factories. You are providing the interface to the business, consulting with the Hub BU leads, IT stakeholders and application owners within the business on IT-related topics. This position is a stakeholder facing role and requires management of expectations within the business. As Hub IT Service Delivery Manager you lead a multi-national team of lower-level managers and/or IT Specialists, providing appropriate and efficient IT Solutions/IT Services to a defined geographic area/Region, possibly manage hosted IT resources and support global IT projects in respect of regional implementation. Act as an IT Business Partner for the related geographical management or for the appropriate regional management.

Your Responsibilities:

[REDACTED] Lead a multi-national team of lower-level managers or a local/multi-country team of IT Specialists, providing appropriate and efficient IT Solutions/IT Services to a defined geographic area/Region, eventually manage hosted IT resources and support global IT projects in respect of Hub/regional implementation

Together with the Hubs, implement the global standard IT operating model, oversee Service and Project Delivery, and ensure that the business voice is an integral part of the PGIT operating model

Accountable for development and management of an organizational entity for delivering IT services, solutions, and activities in the Hub region

Accountable for end to end IT service delivery including onsite services and IT/OT Cybersecurity operational management at the sites.

Aggregate demands for new and improved IT Infrastructure services required by the business and ensure overall business satisfaction with existing Infrastructure services

Collaborates with the Business Unit IT Management, IT stakeholder and 3rd Party IS Suppliers and across Hubs

Is accountable for the assigned Business Unit scope towards Hitachi Energy Business and functions. Ensuring that delivery of business processes/projects supporting IS systems/projects is aligned to Business and functions needs, resulting in improved efficiency, effectiveness, quality and/or operational functionality.

Prioritizes tasks and responsibilities to manage regional and local requirements and escalations seamlessly according to the global targets and strategy. Ensures Vision and Mission alignment of the operational tactic.

Leads and works with distributed teams and processes and driving them towards high levels of operational excellence.

Works with local knowledge of countries, regulations and able to bridge the gap or escalate when needed.

Responsible for compliance of IT services to local law, Local license compliance & local IT controls compliance. Responsible for local IT budget in the country

Ensures (with HR support) that the area of responsibility is properly organized, staffed, skilled and directed.

Guides, motivates and develops direct and indirect subordinates within HR policies, for the benefit of both company and the employee

Living Hitachi Energy's core values of safety and integrity, which means taking responsibility for your own actions while caring for your colleagues and the business.

Your background

Bachelor's Degree (preferably Engineering or Computer Science) and 10+ Years experience in IT Delivery management Role across regional geographies.

Leadership skills, Stakeholder Management, Analytical skills / Data analytics.

Learning agility

Proficiency in both spoken & written English language is required.

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