Senior Principal Cloud Region Program Manager (OCI)

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Company: Oracle

Location: United Kingdom

Category: computer-and-mathematical

This role is a **Region Manager**, part of the **Capacity Management** team, part of the VP of Operations for the Oracle Cloud Infrastructure team. The Region Manager will own the utilization, demand, customer growth, and operations of their aligned region, helping to drive growth in the Oracle Cloud. This team is part of the Operations function, which steers the ship, drives strategy to execution through systemic planning, communications, and business operations execution. The team is growing, and we need strong contributors to be part it.

What you'll do

This is a highly visible role where you will own execution and data governance across all the demand planning across OCI. You will work with a diverse set of stakeholders including senior executives, architects, product managers, development and design teams, and external partners to take ideas, turn them into mature processes, allowing us to aid the world's most demanding customers.

The successful candidate loves data, puzzles, and process. You'll has a passion for solving difficult and often ambiguous problems in a collaborative, agile work environment, a knack for creativity and innovative thinking, can lead a conversation in a room with any level of staff, influence stakeholders to arrive at the correct outcomes, and finally has a strong sense of empathy for both customers and engineering teams.

Key Responsibilities:

Partner with the demand planning and power planning teams to understand various forms of utilization and provide suggestions to improve across your region.

Work across teams and connect with the sales field team to understand demand and its patterns.

Dive deep into the customer growth and footprint of your region, intrinsically knowing what is happening across the region to help it function and grow.

Drive execution for on-time, on-scope delivery of our data centers by proactively planning and tracking all operations and orders.

Help define and deliver complex programs with competing priorities by influencing roadmaps and priorities of key stakeholders.

Work with cross-functional teams to establish and maintain our roadmap, setting appropriate expectations and ensuring our product and services meet our high operational excellence standards

Ensure high standards and consistency for the Oracle customer experience.

Recommend process improvements and serve as an escalation point for all issues and questions associated with your region.

Ensure that resource requirements needed to support a particular program are in place.

Provide on-going written and verbal release status updates to senior leadership.

Demonstrate flexibility and resilience in response to changing or ambiguous situations, directing changes through appropriate review and approval mechanisms.

Qualifications:

Bachelor's or Master's degree in Computer Science, Information Technology, Business Administration or related field or equivalent experience relevant to functional area

7+ years' experience in analytics, business program manager, chief of staff, or similar role.

A demonstrated ability to think broadly and strategically, to work across a matrixed organization.

Self-driven problem solver; able to adapt and thrive in a dynamic, ambiguous, and customer-focused environment.

Highly analytical, technically proficient, and able to learn new tools and software quickly.

Understands data center growth, build out, and operations.

Demonstrated understanding of sales field teams, customer growth patterns, and region utilization.

Demonstrated ability to effectively communicate (oral and written) at different levels in the org, engaging with both technical and non-technical stakeholders.

Experience using agile software development practices and associated tooling.

Judgement, maturity, negotiation/influence skills, analytical skills, and leadership skills

Preferred Qualifications:

Experience managing multiple projects at once.

Experience in business operations

Experience in data center operations

Manage the development and implementation process of a specific company product involving departmental or cross-functional teams focused on the delivery of new or existing products. Plan and direct schedules and monitor budget/spending. Monitor the project from initiation through delivery. Organize the interdepartmental activities ensuring completion of the project/product on schedule and within budget constraints. Assign and monitor work of systems analysis and program staff, providing technical support and direction.

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