

Telco & Edge Program Manager

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Company: Broadcom Inc.

Location: United Kingdom

Category: computer-and-mathematical

Please Note

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- 2. If you already have a Candidate Account, please Sign-In before you apply.**

Job Description:

The Elevator Pitch: Why will you enjoy this new opportunity?

The most advanced companies in the world turn to Broadcom to manage, grow, and transform their business. When you work here, you're connected to a global community of innovative, empowered employees working together to solve the most critical technology challenges. The VMware by Broadcom Software Defined Edge (SDE) Professional Services team influences the success of each Telco Cloud, SD-WAN and Edge Compute solution adoption and is dedicated to the success of the customer and their digital strategy. Our global team of 30,000+ people working in 50+ locations worldwide is committed to creating an environment where great people want to work long term by living our values of passion, innovation, execution, teamwork, active learning and giving back.

As a SDE Professional Services Telco & Edge Program Manager, you will manage a portfolio of engagements and/or multi-phased projects, often for a single Large enterprise or Telco account, achieving higher satisfaction and account retention. You are our single point of contact for the entire program of work. SDE Professional services cannot succeed without you!

Success in the Role: What are the performance outcomes over the first 6-12 months you will work toward completing?

You will use your project and program management experience to plan, coordinate, track and manage program portfolios to successful completion. You are responsible for orchestrating program delivery to ensure projects/work streams are delivered and executed in alignment with the overall program plan, customer outcomes, and customer satisfaction.

With your knowledge in cloud infrastructure, technical & business mobility, and virtualization, we count on you to take highly complex enterprise level programs with multiple phases, interrelated work streams, and different stakeholders and manage it holistically.

You will aggregate program level project plans including charter, scope, work breakdown structures, estimates, resource plans, budget, schedule, open issues, risk assessment, management, and mitigation plans.

Within 45 days, you are expected to develop and maintain relationships with top decision makers and key clients, coordinate, track and manage projects using waterfall and agile methodologies, and manage program risks taking corrective action when needed.

Within 90 days of employment, you will be able to determine project classification and governance structure, handle project escalations and decisions per governance structure, and manage project portfolio using a tailored governance dashboard.

What type of work will you be doing? What assignments, requirements, or skills will you be performing on a regular basis?

Direct and monitor work efforts daily, identify resource needs, perform quality review; and escalate functional, quality, timeline issues appropriately

Follow Broadcom's project management methodology and ensure that projects adhere to the defined methodology and stage gate process

Communicate program status –schedule, budget, progress to date, risks etc. -to relevant sponsors and stakeholders.

Monitor day to day interactions with executive clients

Engage with Sales and Account teams to identify/drive account growth opportunities

Highlight areas of improvement and recommend changes in methods, processes, and tools

Participate and lead aspects of the proposal development process

Monitor and manage operational and customer satisfaction metrics / surveys

(with Account / CS team)

Speaking and writing in English fluently

What is the leadership like for this role? What is the structure and culture of the team like?

The hiring manager for this role is Davide Roveran, EMEA Senior Delivery Manager in the SDE division. His 25 years expertise has been built from the frontlines with multiple roles in technical solutions consultancy, solution architecture and customer management, having grown and managed different Professional Services organizations.

Davide's management philosophy is about encouraging everyone on the team to be independent thinkers who feel comfortable sharing a different point of view and have fun working together. Davide looks for people who can think out-of-the-box and then execute on a good idea, people which are keen to grow in a very dynamic, challenging and multi-cultural environment.

The core team is made up of several Telco & Edge Architects, Senior Consultants, Project and Program Managers located across Europe, Middle East and Africa. The team works flexible hours, arranging schedules to fit business and personal needs.

Where is this role located?

Remote: The location of this role is remote within United Kingdom. Work will be done mainly from home, while traveling to a Broadcom office or to customer sites in country and outside United Kingdom within EMEA may be necessary.

Broadcom is proud to be an equal opportunity employer. We will consider qualified applicants without regard to race, color, creed, religion, sex, sexual orientation, gender identity, national origin, citizenship, disability status, medical condition, pregnancy, protected veteran status or any other characteristic protected by federal, state, or local law. We will also consider qualified applicants with arrest and conviction records consistent with local law.

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