Job Title: Project Manager	**Work Level:** Colleague	**Reports to**: Head of Engagement & Delivery

Purpose of Role: Accountable for the creation and delivery of projects to deploy our global IT strategy to the Business Units and software solutions to meet their ongoing needs. To manage both in life "commercial" and "support" issues associated with the Business Units.

Role Dimensions	Personal Requirements for Role

Primary Accountabilities:

Build a broad stakeholder community across the Business Units at leadership team level and below to

- **Deploy global IT strategy:** Accountable for the delivery of Projects into the Business Unit to realise our global IT strategy. Work with local project managers to provide expert advice and guidance on implementation to ensure strategic alignment and that deliverables are fully defined and compatible. This includes guidance on the work streams and governance required for a successful deployment. Manage delivery of internal project deliverables from initiation through to successful deployment and management of post implementation issues.
- **Create Solutions and Proposals that meet Business Unit needs**: Own and relay Business Unit requirements to internal teams. Develop roadmaps, business cases, proposals, and scopes of work and presentations that resonate with the Business Units requirements.
- **Deploy Business Unit Solutions:** Accountable for the delivery of Projects into the Business Units to meet their needs. Assist Business Unit with project structure, governance and resourcing requirements for implementations. Manage delivery from project initiation through to successful deployment and management of post implementation issues.
- **Service Management:** Accountable for commercial and support issues associated with the Business Unit. Hold monthly service reviews with BU and weekly stakeholder meetings, formal and informal.

Significant Demands:
Role is expected to liaise and meet with Business Units face to face regularly which will require travel (guideline: 1 week in 4)

Working Practices & Relationships:
- Key relationships with all levels in the Business Unit, including C level
- Manage and influence internal team leaders to ensure Business Unit agenda is successfully delivered

Experience:
- 5yrs + experience working for or with Telco's in a Billing/ CRM Project Management or Consultancy role
- Proven leadership of virtual teams in a project delivery environment
- Proven ability to manage the delivery of multiple projects simultaneously in a customer facing environment

Technical Skills:
- CRM/BSS/OSS system in a Telecom environment
- Good understanding of Telco products, processes and Telco market / technology / cost challenges
- Good working understanding of impact (and relative importance) of IT in telecoms today and going forward
- Able to understand network/applications, processes and their

Qualifications:
- Degree level
- PRINCE2 or PMI PMP Practitioner
- Knowledge of ITIL would be an advantage

Key Behaviours:
- Highly motivated self-starter
- Excellent communication / presentation skills
- Strong influencing skills
- Good commercial acumen
- Agent for change – will constructively challenge status quo
- Able to stake-holder manage at all levels, including exec teams
- Able to empathise and understand customer issues and challenges
- Ability to deliver in virtual team environments
- Thrives under pressure in a customer facing delivery environment

People: No direct reports	**Financial**: Not a budget line owner	**Location**: Coral Gables, Miami

Interested applicants submit resume to careers@cwc.com. Please indicate the title and location of the position in the subject line of your email.