Tech Data Job Description

Job Title: IT Business Relationship Manager assignment
Reports To: Emea Country IT Manager

Job Family: IT

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1.   Job Purpose

Overall accountable for in-country IT delivery including local IT budget responsibility& service provision. The primary role is to act as a relationship manager for supporting local business strategy.
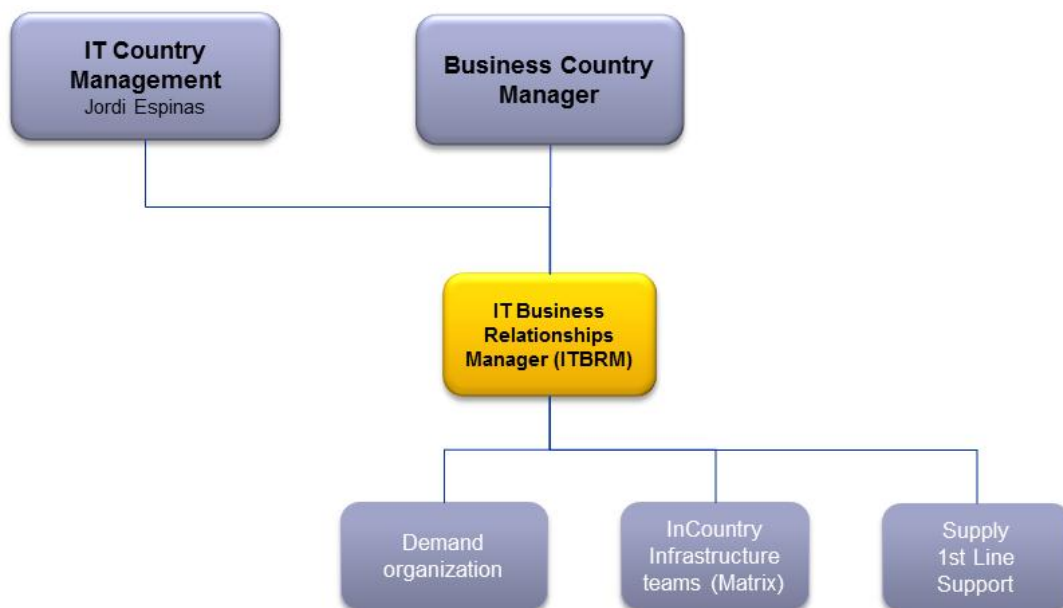The ITBRM will manage the local IT project portfolio and depending upon scale will manage local BA's in shaping E2E business requirements, as well as orchestrating a virtual IT community in collaboration with local business colleagues.

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2.   Accountabilities:

- IT Management & Governance
    - Take active part in the management of the company and support inter-departmental flow of communication and co-operation
    - To manage the IT department include staff appraisals, disciplining, pay reviews and career development.
    - In-country IT Leader for European IT service delivery Full visibility of IT EMEA initiatives to cascade / discuss with local management
    - Increase insight within IT EMEA of in-country challenges
    - Provide vision, guidance and leadership in the running of certain inter-corporate projects (matrix)
    - Working with senior management to propose, agree and deliver IT service to defined Service Level Agreements.
- Business requirements fullfilment
    - Ensure ongoing development of the in-country IT Demand organization (facilitator, promoter, refresher, knowledge sharing)
    - Support local business in defining the business requirements accurately, capturing them effectively and communicating them timely to the IT community
    - Manage expectations within IT EMEA and the customer

- Facilitate pro-active collaboration between IT EMEA and business community at all levels of the organization (trust & partnership based)
- Act as the 2-way communication bridge between local management & IT EMEA
- Finantial management
    - Responsible for in-country IT budget management process and resulting cost control, in line with corporate IT Emea strategies, consolidating information from different teams.
    - Ensure adequate investment appraisals are conducted for locally initiated IT investments (ROI).
- Service performance
    - Responsible for the provision of all in–country IT DataCenter and infrastructure services related.
    - Ensure that appropriate support is provided in dealing with local problems and in fulfilling local requirements
    - Act as an escalation point for in-country IT service delivery in a timely and appropriate fashion
    - Motivates the team to adhere to IT best practices and deliver outstanding customer service and satisfaction to employees across locations.
    - Negotiate service level agreements with both internal and external customers and service providers and monitor service delivery to ensure the agreed targets and standards are met.

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3.   Organisation

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│  IT Country         │      │  Business Country   │
│  Management         │      │  Manager            │
│  Jordi Espinas      │      │                     │
└─────────────────────┘      └─────────────────────┘
            └───────────────────────────┘
                        │
            ┌───────────────────────┐
            │  IT Business          │
            │  Relationships        │
            │  Manager (ITBRM)      │
            └───────────────────────┘
                        │
        ┌───────────────┼───────────────┐
┌──────────────┐ ┌──────────────┐ ┌──────────────┐
│  Demand      │ │  InCountry   │ │  Supply      │
│  organization│ │ Infrastructure│ │ 1st Line     │
│              │ │ teams (Matrix)│ │ Support      │
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4. Dimensions

- Budgetory responsibility related to the IT expenses in the relevant region / country

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5. Knowledge Skills and Experience

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills

- Able to drive the change
- Able to engage with various business leads and have multicultural mindset.

- Able to build solid, effective working relationships with others.
- Able to interact effectively with all levels of management.
- Able to listen attentively and foster two-way dialogue.
- Able to serve as a resource to others in the resolution of complex problems and issues.
- Able to think strategically and tactically.
- Possesses strong leadership skills with a willingness to lead, create new ideas, and be assertive

Interpersonal Skills
- Results driven & customer focussed
- Strong change advocate
- Good judgement & problem solving skills
- Self starter, motivated & proactive
- Team work & collaboration essential
- Attention to detail & follow through very important

Stakeholder/Relationship Management
Tech Data requires candidates that can demonstrate experience in effectively managing the contributions, participation and buy-in of multiple partners, support units and management levels. To manage service delivery across a diverse partner network requires constant negotiation, persuasion and focus. The ability to develop effective relationships with partners is critical.

Business Process Design

Candidates should have experience in defining or re-engineering business processes that ensure business effectiveness and efficiency. Tech Data is committed to continuous improvement and as such business processes are under constant review.

Project Management

The candidate should also have the ability to manage projects in a structured manner. It is expected that as the service delivery function matures projects will be initiated and delivered that will constantly improve and evolve this function.

Partner Management

Candidates should have experience in working with service providers, defining the performance metrics and service levels required of the service provider by the business. They should also have experience in positively managing the service provider to ensure their commitments and targets are achieved and service quality maintained.

Knowledge

Industry experience

Candidates should be knowledgeable within the distribution industry. Familiarity with the technologies employed in logistics, supply chain and ERP, the regulatory environment, and the key industry business partners is desirable. Tech Data is striving to exceed its business targets and individuals who can demonstrate ability to seamless transition into the environment and who can quickly begin to take ownership of their responsibilities is very important

- General industry knowledge of technology vendors, applications and trends