Program Director - Cloud Business Applications

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Company: Microsoft

Location: Belgium

Category: computer-and-mathematical

Overview

Microsoft is on a mission to empower every person and every organization on the planet to achieve more. Our culture is centered on embracing a growth mindset, a theme of inspiring excellence, and encouraging teams and leaders to bring their best each day. Growth mindset encourages each of us to lean in and learn what matters most to our customers, to create the foundational knowledge that enables us to make customer-first decisions in everything we do. In doing so, we create life-changing innovations that impact billions of lives around the world

Qualifications

Required/Minimum Qualifications

Bachelor's degree in related field AND 5+ years' experience in project management

OR Master's Degree in related field AND 4+ years experience in project management

OR Doctorate Degree in related field AND 5+ years' experience in project management

OR equivalent experience.

Additional or Preferred Qualifications

Bachelor's Degree in related field AND 15+ years' experience in project management

OR Master's Degree in related field AND 12+ years experience in project management

OR Doctorate Degree in related field AND 8+ years experience in project management

OR equivalent experience.

Project Management Professional (PMP) certification.

8+ years financial management experience.

Agile certification or Scrum Master certification.

Certification in relevant industry.

Experience in creating and managing intellectual property (IP).

Experience in creating publications.

Responsibilities

Intellectual Property

Leads others in the use of intellectual property (IP) by providing recommendations for improvement including submitting new IP, contributing to complex IP, and driving standardization across IP (e.g., statements of work [SOWs], work breakdown structures [WBS] by enforcing use of processes and artifacts with team members. Structures projects considering IP reuse from the beginning.

Relationship Development

Engages senior internal and external stakeholders (e.g., Chief Executive-level executives) as a peer with deep subject matter expertise. Prevents and manages complex escalations through strategic and targeted communications with Chief Executive-level executives and delivers difficult messages as needed. Leverages brokering skills to assist other project managers in strategic communications. Collaborates with internal teams to manage overall customer relationships and plan mitigation strategies as needed.

Drives customer satisfaction by representing Microsoft to senior customer stakeholders (e.g., Chief Executive-level, analyzing customer feedback, and leveraging trusted relationships with senior and executive leaders to act as the voice of the customer and ensure resolution of challenged deliveries. Manages expectations with a high level of political sensitivity by anticipating customer reactions, interpreting small signals, and taking proactive steps accordingly.

Adheres to project compliance standards (e.g., confidentiality, privacy) and requirements of

the contract and accommodates customer compliance standards, including managing compliance-related complexities (e.g., high sensitivity to confidentiality). Champions compliance by driving knowledge sharing across geographies to build compliance capability of others.

Initiation

Drives project initiation for projects of extremely high complexity (e.g., high profile, visible worldwide impact, extremely high impact, market making) by driving commitment of delivery resources, assigning resources across workstreams, and creating complex work breakdown structures (WBSs) with delivery team.

Balances needs across projects in challenging situations (e.g., scarce technical resources) and collaborates with other groups (e.g., Independent Software Vendors, India Global Delivery) on integrated planning and organization of onshore/offshore projects.

Contracting

Oversees contracting process for partner resources (e.g., contractors, vendors) by providing input in partner briefings, partner candidate interviews, and identification and acclimation of partner resources to the team. Oversees negotiation and structuring of fixed-fee subcontractor contracts.

Presales

Leads pre-sales process for extremely high-impact projects by articulating the business value proposition associated with the project/change, evaluating associated complexities and risks to ensure feasibility of commercial offer, and reviewing work of peers for quality. Participates in review of proposed scope and assists in developing Statement of Work (SOW), Work Breakdown Structures (WBSs), estimates, preliminary risk assessments, etc.

Planning

Oversees and provides input into the development of detailed project management plan to drive predictable delivery for the largest, most complex, and critical projects, leveraging deep expertise and experience and to drive scope, resources, and Microsoft project schedule in alignment and collaboration with customer plan. Drives overall strategy for project delivery and trains Microsoft and customer teams to proactively manage change as needed. Ensures use of baselining, resource load balancing, and application of work effort, dependency management, contingency planning, and utilization of software (e.g., Timeline).

Establishes clear expectations and accountabilities (e.g., reconfirm scope, Responsible-Accountable-Consulted-Informed matrix) with all project team members (e.g., consultants) and stakeholders, as well as other Consulting Project Managers, for teams of high complexity by leading internal and external kick-off meetings (e.g., sales to delivery handoff, formal kick-off meetings). May act as a lead project manager. Proactively engages broad set of internal and external stakeholders, including those who are impacted by project scope/outcome, but not directly involved (e.g., Enterprise Operating Unit, India Global Delivery, customer stakeholders) and engages subject matter experts in holistic planning activities, including team validation.

Monitoring and Controlling

Orchestrates and oversees a broad range of project metrics on the largest, most complex projects with extremely high visibility (e.g., Vice President-level, global impact) through others. Proactively ensures adherence to key performance indicators (KPIs) and provides strategic direction to drive success and adapts to high-impact changes throughout project lifecycle.

Oversees and proactively manages risks and issues within and projects of extremely high complexity, leveraging previous experience and subject matter expertise to evaluate trends in risks and optimize mitigation strategies across projects for high-impact risk scenarios using qualitative analyses (e.g., probability, impact, urgency) mitigation plan for high impact/probability risks. Leads critical recoveries and engages in resolving escalations across other critical projects and ensures tools are updated. Manages issue closure as a high priority and utilizes contingency planning to proactively respond when risks become issues.

Ensures timely completion and quality of deliverables (e.g., documents) and tracking of agreed upon metrics across the largest, most complex, and critical projects by applying quality management techniques for collecting data (e.g., benchmarking, interviews), monitoring output and implementing corrective action while proactively ensuring time and resources needed to mitigate quality risks. Manages Conditions of Satisfaction (COSs) to create required deliverables. Contributes across projects to provide peer guidance where needed.

Discusses and confirms customer change control at kickoff, anticipates changes and proactively addresses by probing to ensure change can happen smoothly early in the process, tests process before initiating formal change.

Manages finances for high-impact projects with large, complex scopes and budgets by

balancing funding and resources across workstreams, performing deep analyses, and leveraging Conditions of Satisfaction (COSs) management experience and expertise. Proactively aims to reduce COSs and improve delivery margin without impact to quality or customer experience and understands impact of decisions on the broader business (e.g., profits and losses [P&L], accrual-based accounting).

Manages stakeholder communications with Chief Executive-level executives on project health, issues, and financial performance for large, complex deals throughout entire project lifecycle, tailoring communications to the audience, anticipating stakeholder requirements and adapting the plan accordingly. Establishes formal rhythms to ensure tracking and maintenance of customer deliverables and collect and report status with all important stakeholders. Produces executive summaries and presents to executive audiences.

Closure

Drives timely project closure by ensuring completion of project sign off tasks (e.g., system closeout updates, deletion of customer data, Deliverable Acceptance Form). Drives incremental process improvement by reflecting on and broadly sharing lessons learned (e.g., leading transformative projects, sharing stories with executives, developing case studies). Creates and suggests improvements to intellectual property (IP), provides feedback to managers on team member performance, and conducts closeout interviews with team members.

Contributes across domains, regions and/or world-wide levels to share knowledge, support others (e.g., Ready), and impact industry. Drives development and delivery of readiness programs (e.g., workshops, conferences).

Other

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Benefits/perks listed below may vary depending on the nature of your employment with Microsoft and the country where you work.Industry leading healthcareEducational resourcesDiscounts on products and servicesSavings and investmentsMaternity and paternity leaveGenerous time awayGiving programsOpportunities to network and connect

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