TRANSFORMATION LEAD – UK
ONSITE AT SUNBURY ON THAMES

Blupace is a world-class IT development company that strives to improve its processes constantly. The company has been in business since 2008 and employs over 160+ people in more than 4 countries. Blupace provides innovative software solutions for businesses of all sizes, with a focus on Web & Mob Applications, e-commerce websites, data & Analytics, Field services and more. We are passionate about developing innovative technology solutions that make a difference. We have the expertise and experience to provide custom-tailored solutions for your business, whatever your field may be. Our team is dedicated to providing you with the best possible service, and we are always looking for new ways to improve our products and services.

Company: Blupace Ltd
Tenure: 1 year
Location: Sunbury on Thames

Job Summary

The **Transformation Head role is** a critical role in our organization. This is an ideal opportunity for someone who is motivated by an opportunity to participate in an organization's transformation growth of systems, infrastructure and end user support model. We are looking for an individual who has the technical skills and intellectual capability to lead through this change and has the drive and desire to grow with a business. Critical for success is the ability to oversee the tools, technology, process and people transformation, while keeping customer and user experience at it's core.

Essential Duties and Responsibilities

- Lead the design of automation model by utilizing end-point tooling data, implementing best practices, optimizing business processes, creating new operating model and training end-users to bring the culture change
- Implement global workplace transformation solution by using a mix of analytical solution and problem management process to proactively monitor and initiate problem resolutions
- Implement AV (Audio/Video) Operating Model across the globe by using innovative solutions, AR/VR capability to enable smart hand and offshore/nearshore/onshore support model, leading to increase in incident resolution, improving FCR, reducing MTTR
- Focus on Shift Left, self help and self heal, proactive and predictive resolutions with use of tools and technology
- Operationalize a self-healing/self-servicing digital solution using RPA that assists employees to resolve most of the system and application issues without assistance from the IT support team
- Setup a council to drive adoption of automation, remotisation, and standardization
- Mentoring Team as per project needs on Technical tools, Operational Processes & Procedures.
- Identifying improvement areas & implementing measures to maximize customer satisfaction levels.
- Defining new process and procedure for operations.
- Strong Process knowledge ITIL V-3, along with experience in certification of IT & Security certifications like ISO 20 / 27 K Certifications etc.
- 3rd Party Vendor Management & Contract Negotiation Skills & Experience.

- Ensure and develop relationship with customers, stakeholders with high satisfaction level
- Liaison between business leaders and senior management to drive program/ projects budget at strategic level
- Drive overall governance of the Tools Deployment function by Technical Project management and Coordination, leading Project and Functional discussions with Client internal IT Executives, IT SMEs, and End Users during (as appropriate):
  - Solution Defense & Business Case Presentations
  - Tool Capability and Enhancement Demos
  - Due Diligence, Planning & Design
  - Own and Govern Security Review & System Testing in conjunction with Technical Architects.
  - UAT and Deployment
  - Post Deployment Hyper-Care
- Value Realization & ROI discussions
- Governance of the projects from initiation activities, milestones, dependencies, effort mapping, pre-requisite, deployment plan, and RAID log until completion
- Governing and driving the overall deployment (integration, governance, resources, deployment checklist validation)
- Create Tool-specific templates, including SOW (Project Definition, Scope, Business benefits, assumptions, dependencies, Infra requirements, Procurement & Implementation timelines, Commercials, and resources requirements, etc.)
- An organized self-starter and go-getter, collaborate with all stakeholders for project planning and execution and participate in new project transitions.
- Meet project deliverables, timelines, and costs.
- Work closely with the product management teams on solution definition, proposal / SOW review, solution walkthrough, etc.
- Develop and update artifacts for Security Compliance review processes and compliance.
- Adjust the solution/Plans and documentation activities according to the customer.
- Formalized User Acceptance Testing sessions, including remediation to technical design, if required
- Continue to review the ongoing deployment progress and ensure compliance with program timelines.
- Ensure the successful handover to operations / steady team post-deployment hyper-care period.
- Create custom dashboard, reports, and presentations for executive reviews
- Coordinate resolution of technical escalations associated with deployed products under the scope of the team and work closely with Architects and SMEs
- Continue to enhance your own learnings and skills to handle additional/new tools in the scope
- Mentor, train, and coach new resource(s) in the team on an ongoing basis

Skills and Abilities
- The Transformation Head profile will be a senior profile who will need to manage IT transformations end to end.
- Working knowledge and understanding of Systrack tool.
- Ability to interact with CIO / Infrastructure director
- Understanding of ITIL framework
- Preferably 10+ years plus of Industry experience
- At least 8+ years of EUC experience

- Strong Leadership, People & Customer relationship skills and drive to push things within and outside the system.

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Education / Expertise

- Degree in Computer Science, Engineering or Information Technology or equivalent.
- Minimum of 10 years of IT EUC experience
- Demonstrated success with unit-based application planning and development, project management and policy development.
- Excellent analytical, planning, project management, problem-solving, negotiation and organizational skills.
- Excellent knowledge of product life cycle, tools, processes and operations planning.
- Excellent customer service capabilities and attitude.