

Services Manager

Location: Sydney

Duration: Permanent

Position Purpose: Provide overall business, operational management and leadership within the ANZ organisation to grow the services business so that Westcon Group is seen as a trusted supplier of IT services across our current markets, with the intention of attaching services to every product shipped by Westcon Group, somewhere along the supply chain. The Services Manager is expected to effectively manage, measure and modify the service delivery resources, processes and procedures. The role will be responsible for developing new service offerings across Australia and New Zealand, including managed services; business process outsourcing; off-shoring; design, implementation, staging and testing of equipment; software as a service; managed services etc.

Position Summary:

Conduct Market and Competitive Analysis to determine customer demand and competitors offerings to determine the Westcon Group Unique Selling Proposition

Conduct economic analysis to determine investment requirements, expected returns, and vendor contributions

Establish a Project Management Office and determine a portfolio of local partners for effective ANZ deployment of service offerings

Implement a standard project management process in to the business to ensure customer projects can be tracked by the business and most importantly are managed to the customer's expectation

Ensure services are delivered and completed to agreed service levels, timeframes and within budgetary restraints

Projects to be managed efficiently with regard to appropriate availability and utilisation of staff and/or other resources to ensure project requirements are met.

People Management of PS team members, including skilling and development of staff to continuously meet operational requirements, day-to-day and formal performance management

Providing analytical reports relating to PS sales data and figures to management, as required

Implement and continually create, monitor and improve processes and remedial actions to resolve operational issues that may impact the productivity, effectiveness and/or quality of service delivery internally and with resellers/external providers

Respond to customer escalations to make sure customer relationships are maintained and strengthened

Manage the relationship and commercial terms with customers, vendors, contractors etc. to meet services requirements

Responsible for P&L management of PS business

Responsible for the business development, creating of product/service marketing and sales programs, promotions and incentives in order to achieve the nominated revenue and profit goals for the PS business unit

Establish and manage service pricing and go-to-market strategies

Create, identify and evaluate service business prospects, and preparing business plans in line with Westcon Group's objectives

Present and promote services both internally and externally.