

Program Manager

1 Who we are and what we are looking for?

Founded in 2008, ALPHA NETWORKS has become one of the fastest growing software companies, providing Pay TV solutions. ALPHA NETWORKS empowers the innovation, accelerates the projects go-to-market, and enhances the next generation TV- entertainment business. Serving customers all over the world, our product development team and engineers continue to develop new technologies that will engage, connect and transform the way people watch TV.

Headquartered in Belgium, with sales representatives in Europe, Asia, and South America, the company is internationally recognized. Working with major Telecom and Media companies such as Orange, Econet, Telecentro, ALPHA NETWORKS excels in carrier grade deployments and customer support.

Alpha Networks is looking for a Program Manager to join the Operational Team.

2 Goal and mission

He takes charge of one or several programs for a customer, from the functional and technical specification phase to acceptance at the customer's site.

He is responsible within the framework of the program for customer relationships (Single Point Of Contact), for the management of his program team, for respecting deadlines and the budget as well as for the quality of the deliveries.

He may participate in the pre-sales stage of a program.

3 Responsibility

In this team, the Program Manager will have the following key responsibilities:

- Participates in the pre-sale stage

Based on a defined Quality Insurance checklist, assesses new customer requests proposed by sales and provides recommendations and attention points to ensure that the organization can deliver customer promise.

- Structure the program
 - Lead, direct and manage the program and coordinate the effort of the program team
 - Draws up a program management plan, consolidate quotations and schedules
 - Draw up the Statement of Work
- Directs the program
 - Organizes and sets up the program start-up
 - Ensures program follow-up (respecting planning, follow up specific actions)

- Organizes program meetings (steering committee, outside operational committee, internal progress meeting, technical meeting)
- Search of continuous learning and project methodology improvement. Shares learning with his peers and adapts methodology accordingly
- Arranges for validation of the operating specifications
- Negotiates extraneous modifications to the services (altering supplies, impact on planning, impact on expenses, additional requests from the customer, releasing amendments)
- Activates the acceptance committee and signs up the Certificate of Agreement (the Acceptance Tests are executed by Professional services (system integrator)), and formalizes all open points
- Follows up progress of all the technical issues including the reserves of acceptance
- Ensures reporting to management
- Ensures communication with the customer
- Organizes the program assessment
- Ensures delivery of supplies and of documents
- Ensure that documents relative to the program are archived
- Ensure that user-training and training documents have been supplied to the customer
- Ensures smooth hand-over to Support and Maintenance team
- Managing the program team
 - Communicates, delegates, controls, assists the program team
 - Coordinates activities among the team members
 - Ensures internal cross-communication between departments and managers
- Administrating
 - Follows up the budget with the financial department.
- Ensures the quality of the services and supplies
- Satisfies the customer respecting commitments

4 Authority

The Program Manager has no hierarchical authority over the members of the program team. His main task is to coordinate each team member's efforts within the agreed budget, in light of the technical and economical performances to be achieved, and according to the planning.

He also coordinates the contacts between members of the team and with the customer:

- Indirectly manages the project team up to 10 people
- Indirectly manages the project budget about 500 K€

The project manager reports any deviation to the business owner.

5 Interface and Reporting line

The Program Manager is:

- responsible for the program, he remains the chief correspondent, mainly to avoid the customer communicating on different levels to Alpha Networks' disadvantage
- and have to make sure that all communication is clear and consistent, by systematically making known in-house.

Primary internal work relations:

- Sales, Pre-sales, CTO, COO, Head of Dev, Architects, Head of Development, Tech lead, Developers, Head of QA, head of operations, Invoicing.

Primary external work relations:

- Customers, suppliers

It is the Program Manager's job to organize points of contact during the whole length of the program.

In-house reporting:

- Head of Program Manager Office
- Program team

External reporting:

- Customer
- Program' partners (if applicable)

6 Experience, Education and Skills

Education and Qualifications:

- Bachelors/master degree in a computing domain with broad knowledge and experience related to software systems
- Prince 2 or equivalent

Experience and skills:

- Good knowledge for affairs management (> 5 years of experience) and project management
- Technical understanding
- Digital TV knowledge

Main processes, systems, tools used:

- Project Methodology: Prince 2
- Tools: Jira/Confluence, Lucid charts, Microsoft office, SharePoint

7 Languages and Profile

Fluent English (Level B2) and French practice writing and oral is required

Dynamism, good human relation, communicating

Stress management ability

Sense of service and of the customer relation

Ability to manage an affair (reporting, meeting animation)

8 Position constraints

Foreign traveling is expected

9 Package

Competitive salary depending on skills level and prior work experience.

Collective benefits: group insurance, hospital insurance (full DKV), Eco and meal vouchers.

Please send your application to: jobs@alphanetworks.be