Production Manager

Reports to: Executive Director
Last Revision Date: 20/05/2015

Job Purpose/Summary

The Production Manager is responsible for the planning, scheduling, monitoring and delivery of all projects delivered to the customer, ensuring that all customer requirements are met, released on time and within budget and meet or exceed quality standards. S/he is also responsible for optimizing resource utilization within the company; prioritizing and scoping scheduled releases with completion dates for each phase; serving as a liaison between project management, developers, quality assurance, and customers, to guarantee smooth, predictable, and timely delivery of projects.

Project Lifecycle and Release Management

Release and Resource Management

– Maintains overall schedule for all project releases identifying deadlines for each project phase and ensuring that all project teams adhering to stated timelines; approves release plans
– Delivers a weekly release project schedule to all stakeholders documenting project status, health of project, risks and mitigation strategies to maintain project course
– Manages, monitors and schedules resources (Product Owners, Agile teams, Support team, external resources) using a documented process to record project assignments, changes and upcoming work
– Proactively interacts with team members and management to anticipate and manage changes to projects, such as, but not limited to, business requirements and schedule

Project Lifecycle Management

– Guarantees thorough and transparent project lifecyclye process implementation from project opening to closure, assuring clear responsibilities and good interaction between all stakeholders
– Orchestrates project setup and schedule together with Agile teams/Support team, Scrum Master team, Product Owner team, IT team and Sales team
– Assigns Product Owners and Agile teams/Support team to projects, resolves resource issues, determines when additional resources are needed and implements efficiently and effectively
– Has financial oversight from estimation to delivery of all projects, takes measures to guarantee profitability together with Product Owner of each project
– Manages project handover process during leave of team members, identifies back-up resources; regularly checks in with interim team members to ensure tasks are being completed in a timely manner in accordance with instructions documented in the handover materials

Project Oversight and Escalation

– Leads weekly Scrum Master team and Product Owner team meetings to identify project and team challenges and to evaluate project health and to assure continuous improvement of internal process and team development
– Act as a point of escalation in the project management organization, communicating directly with clients to resolve project issues, address client feedback and change requests, ensuring that

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client's expectations are met or exceeded
- Assures that approved departmental processes and standards are being followed by team members, e.g. Product Owners are regularly communicating with their clients, updating documentation, escalating issues to the Production Manager, etc.
- Supports project teams in reviewing change requests and/or client feedback in light of project requirements and scope; assists in providing estimates, when necessary; also provides assistance to Product Owners as a point of escalation when clients are unresponsive or change scope

Quality Assurance

- Ensures that all projects undergo rigorous and thorough testing standards before passing to customer; ensures efficient collaboration and coordination between Agile teams/Support team/IT team/Guru team and QA department
- Draws test plans together with project teams, approves test plans, reviews test results to assure proper implementation of test plans
- Enforces quality control and tracking programs to meet quality objectives
- Monitors, reviews and analyzes quality control tracking programs to detect and correct problems, and implement improvements in the quality assurance process

Organizational Responsibilities

Business Development

- Leads proposal efforts including project scoping and is involved in pre-sales calls to assist in closing deals or post-sales calls to refine product requirements
- Fosters business development by
  - stabilizing department structure and guaranteeing thorough implementation of processes,
  - hiring new staff to build up additional Agile teams in coordination with HR Department,
  - and actively exploring market and technological opportunities
- Effectively conveys our message in both written and verbal business development discussions

Financial Management

- Uses JIRA, Tempo and Folio reports to provide accurate time, resource utilization and cost projections for each project at any time in the project lifecycle; assures proper data gathering and entry; makes necessary decisions based on reports
- Understands basic revenue models and works with the Sales team to improve estimation process and profitability of projects; holds responsibility for estimates provided by members of the Production Department
- Increases efficiency and reduces costs through improved processes, clear responsibilities, proper resource assignments, staff development and motivation and client negotiations
- Assures project legal documents are completed, signed and safely stored

Professional Development

- Ensures professional development of all staff in Production Department, reviews their performance half-yearly and clearly communicates a career path for each individual
- Leads Scrum Master team and assures team development and professional development of individuals including mentoring and certification

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- Leads Product Owner team and assures team development and professional development of individuals including mentoring and certification
- Assures each Agile team/Support team have team goals
- Oversees documentation process of technical knowledge; assures retention of technical knowledge within production; guarantees availability of documentation and distribution of relevant technical knowledge according to project needs

Internal Operations

- Serves as main communication point for all departments interacting with Production
- Works with Training Manager to identify training needs
- Works with Guru Team to identify standardization needs
- Leads internal workgroups/task forces with special focus on process and quality improvement
- Complies with and helps to enforce standard policies and procedures

Job Requirements

Project Management

- Several years professional experience leading teams of five or more staff in developing and implementing complex projects, including planning, scheduling and change management control, budget management, and risk management
- Experience working with quality management approaches and techniques to ensure compliance
- Dedication to Agile project methodology, as currently implemented, and willingness to further improve it in combination with Agile committee and Senior Management
- Is holding (or aquiring within first year) all necessary certifications relevant to prove proficiency in Agile/Scrum methodology

Conceptual Skills/Architecture

- Understands and can develop complex architectures with multiple components
- Independently creates and/or reviews technical requirements specifications and technical concepts
- Independently reviews manuals and/or technical documentations of implementation and configuration
- Understands and evaluates risks associated with data-migration and upgrade of projects with live-data

TYPO3-related Skills

- Dedicated to highest possible excellence and quality for TYPO3 projects, such as TYPO3 CMS, TYPO3 Flow and TYPO3 Neos implementations
- Is holding (or aquiring within first year) all necessary certifications relevant to prove technical proficiency in TYPO3-related fields

Design/User Interface/SEO/Usability, Accessibility

- Dedicated to excellence in these fields and understanding of requirements of local and international clients

Soft Skills

Communication

- Ability to communicate effectively, verbally, and in writing, to customers and project teams, and respond in a timely manner; provides all necessary information to resolve customer issues and enables customer to make the best decision
- Interacts effectively with peers, management, and cross-functional areas, building relationships and using facilitation skills with both technical and non-technical personnel
- Informs team members in a timely manner regarding decisions related to project resourcing, timelines, announcements, customer changes and feedback that affect project delivery
- Effectively communicates relevant project information to superiors and resolves and/or escalates issues in a timely fashion

Leadership

- Demonstrates leadership to staff by effectively assigning internal resources and managing project schedules to ensure timely project releases
- Possesses strong negotiation skills to manage delivery of multiple project schedules and allocate developer resources
- Demonstrates accountability in the overall success of all local and international projects
- Demonstrates solid understanding of project contractual obligations; key assumptions, dependencies and client expectations for the project
- Prioritizes projects by importance and deadline; discerns what is crucial from what is just urgent
- Thoughtfully plans and delivers bad news to customer (in coordination with Product Owner) with recommended strategies that maintain client confidence about the project
- Knows different leadership styles and applies them effectively

Problem-Solving

- Possesses strong analytical and issue management skills
- Ability to use good judgment in evaluation and decision making
- Thoroughly thinks out and evaluates alternatives, takes initiative to solve problems by gathering information and differentiating critical from non-critical information
- Shows insight into the root-causes of problems. Generates a range of solutions and courses of action with benefits, costs, and risks associated with each

Teamwork

- Works cooperatively and effectively within and across teams in an environment with multiple, mission-critical, interdependent applications
- Practices attentive and active listening; wants to understand others
- Leads and/or contributes effectively in team-based activities; displays open cooperative behavior
- Inspires co-workers to attain goals and pursue excellence
- Consistently acknowledges and appreciates each team member's contributions
- Mitigates team conflict and communication problems

Client Management

- Effectively addresses project challenges with customer on an ongoing basis, keeping them informed and reassured about the development of their project
- Manages customer expectations within reasonable estimates and deadlines for deliverables
- Develops lasting relationships with client personnel that foster client ties on project management level
- Continually seeks opportunities to increase customer satisfaction and deepen client relationships
- Builds a knowledge base of each client's business, organization and objectives

Flexibility and Adaptability

- Ability to multi-task and adapt to rapidly changing priorities, work under time pressure to meet schedules and deadlines
- Ability to deal with ambiguity and frequent customer changes
- Facilitates the implementation and acceptance of change within the team
- Identifies and plans for critical resource assignments, including how s/he plans to handle the challenges and create back-up/contingency plans, if needed

Reliability and Follow Through

- Follows through on all commitments made to customer and resolves all issues and feedback in a timely and accurate manner
- Persists and tackles project issues despite obstacles; takes action and addresses issues with little supervision
- Proactively communicates with client the progress towards resolving issues, questions and feedback. Provides timely communication to customer when issues, questions and feedback have been addressed and resolved
- Maintains high standards despite pressing deadlines; consistently produces work that is accurate and understands importance of doing so. Considers excellence a fundamental priority

To Apply

If interested, we would love to hear from you. Please send your CV and cover letter to jobs@web-essentials.asia. For more information, please check our website or contact phone number below.