

iihs[®]

INDIAN INSTITUTE FOR
HUMAN SETTLEMENTS

JOB DESCRIPTION

Project Manager – ERP Implementation

About Us

The Indian Institute for Human Settlements (IIHS) is a national education institution committed to the equitable, sustainable, and efficient transformation of Indian settlements.

IIHS aims to establish an independently funded and managed national university of eminence for research and innovation focused on the challenges and opportunities of India's urban transition. The proposed IIHS University will be an institution of eminence that will host an integrated programme of quality campus-based education and research, training and lifelong learning for working professionals, distance and blended learning, as well as a whole array of practice and advisory services. The university will have a strong interdisciplinary orientation bringing together theory and praxis that is grounded in the South Asian context and also engages with and draws from knowledge across the globe.

For more information, please see <http://www.iihs.co.in>

Job Description

We are looking for a Project Manager – ERP Implementation to analyse, plan and drive the implementation of the Enterprise Resource Planning (ERP) solution using Microsoft Dynamics 365. The Project Manager (PM) will help to execute and improve the key service delivery processes for this project and ensure that the correct metrics and Key Performance Indicators are in place.

The role of the Project Manager – ERP Implementation is to execute the project and deliver the desired outcomes in an effective and professional manner, ensuring that the Institution's infrastructure and services are aligned with, and support, its strategic objectives. The PM will initiate the project and do the project planning, execution, control; and close the project, once all the identified and agreed scope of work is implemented and tested for quality.

This is a contractual project-based engagement for an initial term of 11 months, renewable on mutual consent.

Activities and Tasks

You will be responsible for the overall successful delivery of this project including its support, operations, and key vendor relationships.

Your responsibilities would include, but not be limited to, the following:

- Understanding the project scope, schedule, deliverables; and working closely with internal stakeholders to cognise their needs and expectations;
- End to end program management – project initiation, planning, execution, control, and closure;
- Collaborating effectively with internal stakeholders, both in-person and through remote working models as needed;
- Interfacing with the ERP implementation partner who will work remotely;

- Transition and change management – pre, during and post project implementation;
- Project stakeholder management – working closely with internal and external stakeholders;
- Partner relationship management – maintaining a healthy working relationship without compromising on deliverables and outcomes;
- Project scope and schedule management;
- Driving periodic project reviews and mitigating risks with due diligence and a data driven approach;
- Escalating project issues to the senior management when needed;
- Contributing to the delivery of all aspects of the project and services: controlling and reporting on project activities, systems and information security;
- Driving accountability and continual service improvements - reviewing support practices, performing trend analysis on key operational metrics, ensuring a high focus on end-to-end project delivery;
- Reporting, analysing, and resolving issues related to the implementation, stakeholders, and project operations that may impact service quality; ensuring that stakeholders' questions and problems are resolved properly and quickly;
- Improving support experience for quality results by studying, evaluating, and redesigning processes, establishing and communicating service metrics, monitoring and analysing results, and implementing changes;
- Using and creating knowledgebase articles based on new product information, support incidents, and/ or common or critical issues;
- Implementing process optimisation, improvements, and modernisation initiatives where appropriate;
- Identifying process inefficiencies and compliance issues, and implementing strategic solutions;
- Participating actively and collaborating within the IT team, providing feedback on current day to day activities, and recommending improvements;
- Participating in all activities of Institution-Building at IIHS; carrying out tasks as assigned by IIHS; and travelling on IIHS work within the country as and when needed.

Structure and Reporting

The Project Manager – ERP Implementation will be an External Consultant coordinating with the Senior Manager - Information Technology, and will be required to collaborate effectively with a diverse group of internal teams and external individuals/organisations.

Person Specification

- A Bachelor's and/or Master's degree in Computer Science, or Computer Applications, or Information Systems, or any other engineering degree, with at least 8 years of work experience, including a minimum of 3 plus years in a project management role;
- Hands-on experience of managing projects such as implementation of ERP or similar migration projects;
- Professional certification such as PMP from PMI will be preferred;

- Knowledge or exposure to SDLC and quality processes will be an added advantage;
- Knowledge or hands-on experience with business process mapping, project planning, execution and control; sound understanding of ERP such as Microsoft Dynamics 365 or SAP, CRP, DMS, SharePoint, HRMS, SCM implementation and related integration; experience with various collaboration platforms such as Microsoft Teams, Microsoft Office, Microsoft Project, IT tools, media asset management and similar ones;
- Good understanding of Procurement and Supply Chain Management;
- Experience in the development of management dashboards using Microsoft Power BI would be an added advantage;
- Knowledge or exposure to cloud infrastructure and migration, and integration with various software solutions;
- Excellent verbal and written communication skills; be able to communicate effectively at all levels of the Institution, including with senior management;
- Ability to handle changing priorities, deal with ambiguity and use good judgment in stressful situations; ability to take on-time decisions even in the face of complexity, balancing systematic analysis with decisiveness.

This is a contractual project-based engagement for an initial term of 11 months, renewable on mutual consent. This offer is on an exclusive basis, which implies that other professional assignments (whether compensated or not) that bear a potential conflict of interest with IIHS cannot be undertaken.

The search will remain open until the position is filled.

Location

This position is based in Bengaluru and may entail travel to other locations in India.

Review and Assessment

The role and performance of the incumbent shall be subject to the normal review and assessment systems at IIHS.

Diversity Policy

IIHS is an equal opportunity employer that encourages women, people with disabilities and those from economically and socially excluded communities with the requisite skills and qualifications to apply for positions.

To apply

If you are interested to explore this opportunity with us, please fill the online application form by clicking [here](#). (You can also click on the “Apply Now” button at the end of the Job Description displayed on the website).

Contact

Please write to us at hr@iihs.co.in if you need any clarifications while filling the online application form.



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